

Xerox

DOCUMENT

WorkCentre™ 450c

User Guide



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Welcome!

Thank you for choosing the Xerox Document WorkCentre 450c, the dependable and efficient multi-function device that handles your office tasks with ease. The WorkCentre works the way you do, performing more than one job at a time.

Using the WorkCentre, you can:

- Send and receive paper and electronic faxes
- Print color and black-and-white documents
- Copy, collate, reduce, and enlarge documents
- Scan paper documents and convert them to fully editable electronic documents

The WorkCentre CD-ROM includes Xerox Pagis™ Pro 97 and TextBridge™ Pro software. Using Pagis Pro you can scan, organize, and retrieve the documents in your office. TextBridge optical character recognition software lets you easily convert your paper documents to electronic documents, while retaining text formatting and pictures.

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Where to find helpful information

Document WorkCentre 450c Quick Installation & Quick Reference Guide

Step-by-step instructions explain how to set up the WorkCentre, install the ControlCentre™ software, and perform frequently used tasks.

Document WorkCentre 450c Guided Tour

An online introduction to the WorkCentre 450c and its ControlCentre software. To run the guided tour, click the Help button in the WorkCentre Status window and then double-click the WorkCentre 450c Guided Tour.

Document WorkCentre 450c Online Help

Concise explanations and procedures on WorkCentre tasks and features. To open Help, click the Help button in the WorkCentre Status window.

Document WorkCentre 450c User Guide

This online guide provides complete instructions on how to use the WorkCentre, descriptions of maintenance and troubleshooting tasks, and reference information.

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To obtain a printed version of the guide, use the order form included with the WorkCentre.

Pagis Pro Multimedia Tutorial

A comprehensive and entertaining summary of the features and benefits of Pagis Pro 97. To run the tutorial, insert the WorkCentre 450c CD-ROM, open the folders (directories):

English\Pagis\Tutorial

Double-click Tutorial.exe. For best results, your PC should be equipped with a sound card and multimedia speakers.

<http://www.teamxrx.com>

Visit the Document WorkCentre 450c Web Site for product and technical information.

1-800-TEAM XRX

(United States and Canada only)

For technical help, call the Xerox Customer Support Center.

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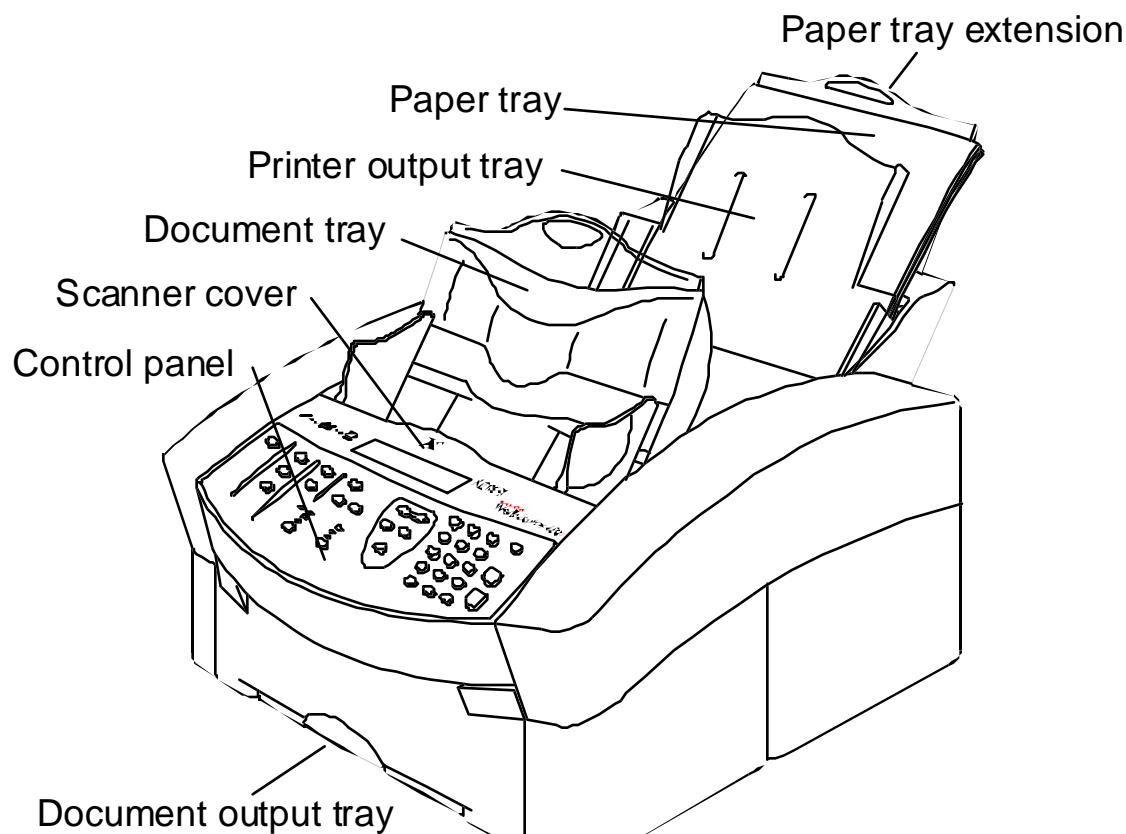


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Introduction to the Document WorkCentre 450c

The Document WorkCentre 450c features an easy-to-use control panel that simplifies your routine tasks. With the press of a few keys, you fax, print, copy, and scan documents.



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Using the ControlCentre software, you can efficiently monitor the WorkCentre's status from your PC, change any of the default settings, and set up a Phonebook of speed dial numbers.

WorkCentre features

The WorkCentre 450c's advanced design lets you easily access its components. Its compact size allows the WorkCentre to fit into any office environment.

The control panel includes function keys, a numeric keypad, document flow icons, and a liquid crystal display (LCD) that shows menus and system messages.

Control panel keys

Press this key To do this

SCAN	Automatically run the scanning application on your PC.
MODE	Switch among the print modes: print & fax, offline, printer only.
FEED	Load a single sheet of paper into the printer, or clear a jammed page from the printer.

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Press this key To do this

CARTRIDGE	Switch among the cartridge maintenance options: change, clean, replace color head.
COPY	Start a copy job.
SIZE	Switch among the resize options for copies: 95%, 100% (same size), enlarge 125%, enlarge 150%, 75%, 80%, 85%, 90%.
JOB STATUS	Display the WorkCentre's active and pending jobs.
COVER PAGE	Toggle the fax cover page option on and off.
CONFIRM	Toggle the fax confirmation report feature on and off.
CONTRAST	Switch among the contrast settings for outgoing faxes and copies: lighten, normal, darken, photo lighten, photo normal, photo darken.
RESOLUTION	Switch among the resolution settings for outgoing faxes: standard, fine, superfine.
LEFT ARROW	Display the previous menu or option, or when entering text, move the cursor one position to the left.
RIGHT ARROW	Display the next menu or option, or when entering text, move the cursor one position to the right.

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Press this key To do this

EXIT/CLEAR

Display the previous menu. When entering text, delete the blinking character or, if the cursor is to the right of the text, delete the last character.

or

Clear a document from the scanner.

ENTER

Choose a menu and display its submenu or options, or choose the option or text you entered.

MENU

Display the first top-level menu.

SPEED DIAL

Enter a speed dial number from your Phonebook.

PAUSE

Insert a timed interval in the dialing sequence.

REDIAL

Redial the last fax number dialed, combine several numbers during a single dialing sequence, or add a plus (+) to a speed dial entry in a Phonebook.

HELP

Print the WorkCentre menus and the current default settings.

STOP

Halt a process or exit the menu system.

START

Begin the specified job.

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How to navigate the WorkCentre menus

Using control panel keys and the numeric keypad, you can easily navigate the WorkCentre menus. As you navigate the menus, the LCD displays the options you can choose and provides helpful prompts to guide you.

To access the WorkCentre menu system, press the MENU key. The first top-level menu displays:

```
Menu (1-6)
1  Fax job
```

To display the second top-level menu, press the RIGHT ARROW key or the 2 key:

```
Menu (1-6)
2  Reports
```

Press the ENTER key to choose the Reports menu and display the first Reports menu:

```
Reports (1-2)
1  Print report
```

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Press **ENTER** to choose the Print report menu and display the first Print report option:

```
Print report (1-6)
1  Activity
```

Press **ENTER** to choose Activity.

At any time you can press the **EXIT/CLEAR** key to display the previous menu or press the **STOP** key to exit the menus.

Note: To print a diagram of the WorkCentre menus, press the **HELP** key.

Using the numeric keypad

You use the numeric keypad to enter numbers, letters, and symbols. Most WorkCentre tasks require a numeric entry, for example, a fax number. To enter a number at the control panel, press the number key you want.

The primary letters corresponding to each number key are shown above the key. Additional characters and symbols are also assigned to each key on the numeric keypad.

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To enter a letter or symbol, you repeatedly press the appropriate key until the character you want displays on the LCD. For example, to enter the letter “C,” press the 2 key three times.

Understanding the document flow icons

Document flow icons indicate when the WorkCentre is receiving and sending information.



Indicator lights between the telephone and WorkCentre icons illuminate when a fax is being sent or received. When you're printing or scanning, the indicator lights between the PC and the WorkCentre icons illuminate.

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Using the ControlCentre software

The ControlCentre software on your PC enables you to easily view the WorkCentre's status and change any of the WorkCentre's default settings. For faster dialing when sending faxes, you can use the ControlCentre to set up your Phonebook of speed dial numbers. You can also get help quickly on a particular task or dialog box from the ControlCentre.

When you start Windows, the WorkCentre 450c icon automatically displays in the notification area on the taskbar. (In Windows 3.1/3.11, the icon displays on the desktop.)

The icon's appearance indicates the WorkCentre's condition.



The WorkCentre is ready to use. You can fax, copy, print, or scan a document.



The WorkCentre is not operational and requires your immediate attention. For example, you might need to load paper or clear a jam.

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The WorkCentre is operational, but will soon need a replacement part. For example, the ink supply may be running low and you'll need to install a new ink cartridge.

Note When you move the mouse pointer over the WorkCentre icon in Windows 95, a ToolTip window displays. The ToolTip provides a brief description of the WorkCentre's status.

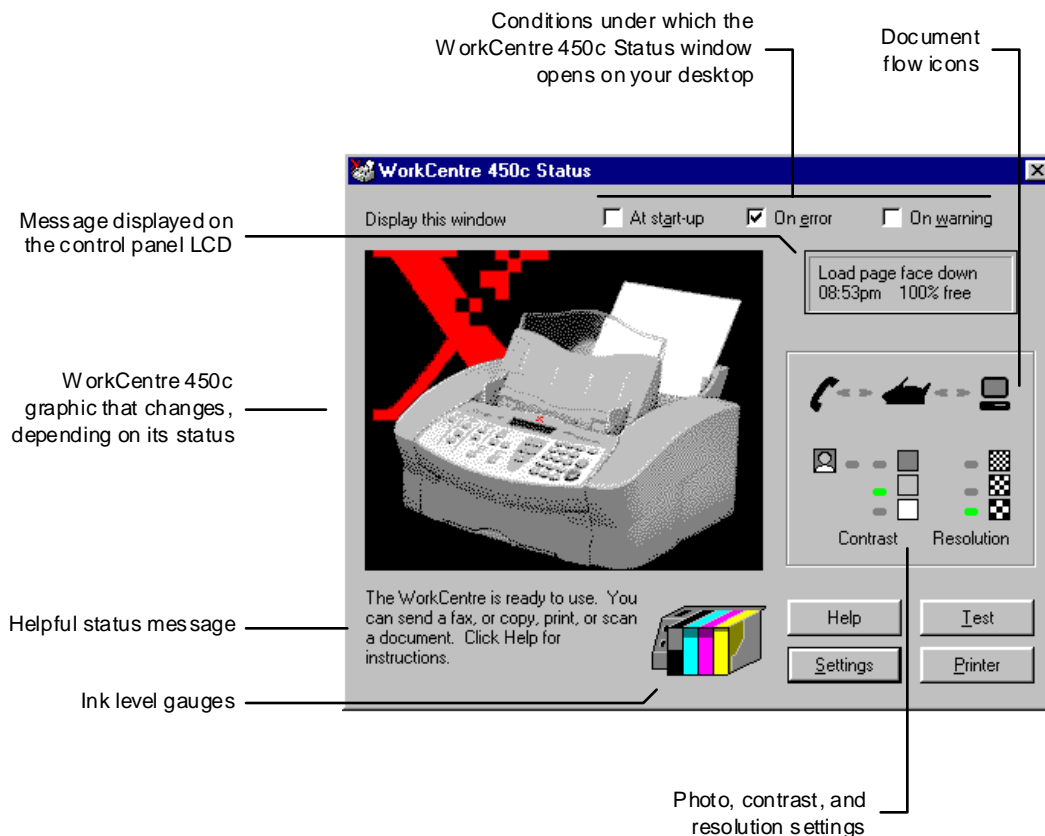
To open the ControlCentre on your PC, do **one** of the following:

- In Windows 95, double-click the WorkCentre icon in the notification area on the taskbar.
- In Windows 3.1 or 3.11, double-click the WorkCentre icon on your desktop.

Note You can also find the WorkCentre icon in the WorkCentre 450c program folder (program group) and Windows Control Panel.

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The WorkCentre Status window displays, which provides the information shown below.



When the WorkCentre's status changes, the graphic indicates the condition and a helpful message appears in the window. You can find out more about the WorkCentre's status, including how to correct a problem, by clicking the Help button.

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Setting the ControlCentre properties

Using the ControlCentre Properties dialog box, you can change the conditions under which the WorkCentre Status window automatically opens on your desktop. For example, you can set the window to open any time an error occurs, such as when the WorkCentre is out of paper or ink. You also use the dialog box to choose which scanning application to run when you press the SCAN key on the WorkCentre control panel.

1. At your PC, do **one** of the following:
 - In Windows 95, click the WorkCentre icon on the taskbar with the right mouse button and then click Properties.
 - In Windows 3.1 or 3.11, click the WorkCentre icon on the desktop with the left mouse button and then click Properties.

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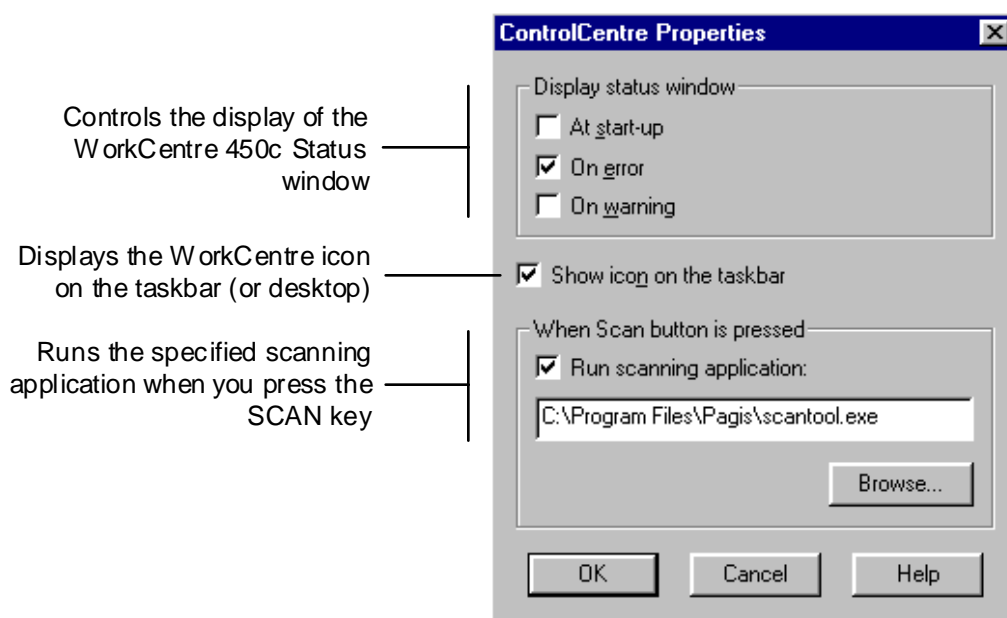
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The ControlCentre Properties dialog box displays.



2. Under **Display status window**, click one of the following:
 - **At start-up**, to open the WorkCentre Status window when you run Windows.
 - **On error**, to open the WorkCentre Status window when an error occurs.
 - **On warning** to open the WorkCentre Status window when a warning condition occurs.

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Note: You can also click one or more of the Display status window check boxes in the WorkCentre 450c Status window to change the condition under which the window opens.

3. To not display the WorkCentre icon on your taskbar or desktop, do **one** of the following:

- In Windows 95, click **Show icon on the taskbar** to remove the check mark.
- In Windows 3.1 or 3.11, click **Show icon on the desktop** to remove the check mark.

You can access the WorkCentre icon from the WorkCentre 450c program folder (group) and Windows Control Panel.

4. To choose the scanning application to run automatically when you press the **SCAN** key on the WorkCentre, do the following:

- Click **Run scanning application**.
- Click the Browse button to find the scanning application's location.



- Click the application and then click Open.
The application's location displays in the **Run scanning application** box.

5. Click OK

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Selecting and Ordering Supplies

You can purchase supplies from your local Xerox retailer. To find the location nearest you, call 1-800-832-6979. If your retailer is out of stock, you can order supplies through Xerox:

- **In the United States**, call 1-800-822-2200
- **In Canada**, call 1-800-668-0199 (English) or 1-800-668-0133 (French).

Item	Description	Reorder number
Color ink cartridges		
Black	Black ink cartridge	8R 7660
Cyan	Cyan ink cartridge	8R 7661
Magenta	Magenta ink cartridge	8R 7662
Yellow	Yellow ink cartridge	8R 7663
Color print head	Black housing that holds the color ink cartridges	8R 7659
High capacity ink jet cartridge	Fast, black-only ink cartridge	8R 7638
Storage box	Storage box for the color print head or high capacity ink jet cartridge, when not in use.	60K01010

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Plain paper and media

Most types of paper will work well in the WorkCentre, although some variables in paper composition may affect print quality. Most high-grade photocopying papers and cotton bond papers produce good results. You should fully test a paper before purchasing large quantities.

You can order plain paper and media from your local Xerox retailer. To find the location nearest you, call 1-800-832-6979. If your retailer is out of stock, you can order supplies through Xerox:

- **In the United States**, call 1-800-822-2200
- **In Canada**, call 1-800-668-0199 (English) or 1-800-668-0133 (French).

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Region	Description	Reorder number
North America		
United States	Xerox Image Series LX (8.5x11 in, 24 lb)	3R3874
	Xerox Select Ink Jet Paper (8.5x11 in, 24 lb)	3R5433
Canada	Xerox Image Series LX (8.5x11 in, 24 lb)	3R4284
	Xerox Select Ink Jet Paper (8.5x11 in, 24 lb)	3R5433
South America		
Brazil	Papel Xerox (216x279 mm, 75 g/m ²)	3R70024
	Papel Xerox (210x297 mm, 75 g/m ²)	3R70033
	Papel Xerox (210x297 mm, 90 g/m ²)	3R70355
Europe		
	Xerox Laserprint (210x297 mm, 80 g/m ²)	3R93556
	Xerox Colotech (210x297 mm, 90 g/m ²)	3R93022

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Xerox Colotech (210x297 mm, 100 g/m ²)	3R91290
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Other Countries	Contact Xerox for correct reorder numbers
-----------------	--

Specialty print media

Xerox offers a wide range of specialty print media: transparency film, high resolution paper, photogloss paper, and a fabric transfer sheet.

For best results, use only specialty media designed for the WorkCentre. Avoid extremely thin paper, thick paper, or chemically processed paper such as thermal fax paper, as frequent paper misfeeds may occur.

With all specialty media, read and follow the instructions for proper loading into the document feeder tray.

You can order specialty print media from your local Xerox retailer.

To find the location nearest you, call 1-800-832-6979.

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If your retailer is out of stock, you can order supplies through Xerox:

- **In the United States**, call 1-800-822-2200
- **In Canada**, call 1-800-668-0199 (English) or 1-800-668-0133 (French).

Size	Description	Reorder number
Letter (8.5x11 in)	Ink Jet Transparency (4.2 mil, 20 sheets)	3R5813
	Ink Jet High Resolution Paper (28 lb, 200 sheets) <i>double-sided, matte-coated paper</i>	3R5814
	Ink Jet Photo Glossy Paper (6 mil, 10 sheets)	3R5877
	Ink Jet Fabric Transfer (10 sheets)	3R5878
A4 (210x297 mm)	Ink Jet Transparency (4.2 mil, 20 sheets)	3R93880
	Ink Jet High Resolution Paper (104 g/m ² , 200 sheets) <i>double-sided, matte-coated paper</i>	3R93881

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Color Ink Jet	3R93312
(100 g/m ² , 100 sheets)	
<i>single-sided, matte-coated paper</i>	

Ink Jet Photo Glossy Paper	3R93882
(6 mil, 10 sheets)	

Ink Jet Fabric Transfer (10 sheets)	3R93883
-------------------------------------	---------

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WorkCentre 450c Specifications

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General Specifications

Power	110/220 VAC; 50/60 Hz
Power consumption	14 watts, in idle mode
Size and weight	Height (with trays): 11.5 in (292 mm) Width: 16.5 in (419 mm) Depth: 17.25 in (438 mm) Weight: 18 lbs (8.2 kgs)
Environment	Temperature range: 50(F (10(C) to 90(F (32(C) Humidity range: 20% to 80%, non-condensing

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Fax Specifications

Transmission speed	6 seconds per page (CCITT Document #1; 14,400 bps, standard resolution)
Memory	23 pages (CCITT Document #1, standard resolution)
Speed dialing	94 individual entries; 5 group entries
Group dial	One-time transmission and pre-programmed
Distinctive ring detection	Up to three different ring patterns

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Fax Specifications (Continued)

Security	Confidential send and receive
Resolution	300 x 300 dpi
Document sizes (for document tray)	Letter: 8.5x11 in (216x279 mm) Legal: 8.5x14 in (216x356 mm) A4: 8.3x11.7 in (210x297 mm)
Document tray capacity	20 pages
Modem speed	14400, 9600, and 4800 bps
Compatibility	CCITT Group 3, Error Correction Mode
Data compression	MH, MR, and MMR
Unprintable area (Incoming faxes)	Top, left, and right margins: 5 mm Bottom margin: 10 mm with high capacity ink jet cartridge; 12.7 mm with color print head with black ink cartridge

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Printer Specifications

Technology	Thermal ink jet drop-on-demand
Compatibility	Windows 3.1/3.11, Windows 95, DOS
Print speed	Black and white High capacity ink jet cartridge: Up to 6 pages per minute Color print head with black ink cartridge: Up to 4 pages per minute Color: Up to 1 page per minute
Resolution	Black and white: 600 x 600, 600 x 300, and 300 x 300 dpi Color: 600 x 600 and 300 x 300 dpi Fax (black and white only): 300 x 300 dpi
Media sizes (for paper tray)	Letter: 8.5x11 in (216x279 mm) Legal: 8.5x14 in (216x356 mm) A4: 8.3x11.7 in (210x297 mm) U.S. card stock: 4x6 in, 5x8 in U.S. No. 10 envelope: 4.12x9.5 in European DL envelope: 110x220 mm
Paper tray capacity	150 sheets of paper, 20 lb (75 g/m ²) 10 sheets of transparency film 10 envelopes
Printer output tray capacity	50 sheets of paper, 20 lb (75 g/m ²)
Emulation	PCL3c

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Printer Specifications (Continued)

Resident fonts	<p>Courier (portrait and landscape) Pitch: 5, 10, 16.67, 20 cpi Point size: 6, 12, 24 pt Univers (portrait and landscape) Pitch: Proportional Point size: 6, 12, 24 pt CG Times (portrait and landscape) Pitch: Proportional Point size: 6, 12, 24 pt</p>
Character Sets	<p>HP PC-8, HP Roman-8, PC-8 Dan/Nor ISO 21, PC-850, ECMA-94 Latin 1 ISO 8859/1, German ISO 21, French ISO 69, Italian ISO 15, Spain ISO 17, Swedish Names ISO 11, Swedish ISO 10, Norwegian 1 ISO 60, Norwegian 2 ISO 61, Portuguese ISO 16, UK ISO 4, ANSI ASCII ISO 6, HP-Legal, ISO IRV ISO 2, HP PC-852, Latin 2 ISO 8859/2, Latin 5 ISO 8859/9, HP PC-8 Turkish, Cyrillic 3R, Cyrillic 10N</p>
Unprintable area (PC printing)	<p>Top, left, and right margins: 5 mm Bottom margin: 12.7 mm</p>

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Copier Specifications

Copy speed	Up to 3 pages per minute
Multiple copies	Up to 99 copies of multi-page originals
Resolution	300 x 300 dpi
Image quality	Normal: Bi-level and 4 levels of gray Halftone: Error diffusion (10 perceptible levels of gray)
Contrast	Normal, lighten, darken, photo-normal, photo-lighten, photo-darken
Reduction	100% to 75%, in 5% increments
Enlargement	125% and 150%
Collation	Yes, user selectable
Paper sizes (for document tray, 20 sheets maximum)	Letter: 8.5x11 in (216x279 mm) Legal: 8.5x14 in (216x356 mm) A4: 8.3x11.7 in (210x297 mm)
Unprintable area (Copying)	Top, left, and right margins: 5 mm Bottom margin: 10 mm with high capacity ink jet cartridge; 12.7 mm with color print head with black ink cartridge

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Scanner Specifications

Scanner speed	10 seconds per page
Resolution	300 x 300 dpi
Compatibility	TWAIN-compliant
Scan to PC	300 x 300 and 200 x 200 spi, single-bit, uncompressed, compressed MH 300 x 300 and 200 x 200 spi, 4-bit, uncompressed

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Keypad Character Assignments

Alphabetic characters and symbols are assigned to the keys on the numeric keypad, which enables you to enter words at the control panel. For example, if you are adding a Phonebook entry at the control panel, you can enter the name that you want to assign to the speed dial number.

This appendix includes the keypad character assignments for North and South America, and Europe.

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Keypad character assignments for North and South America

The following table shows the characters assigned to each numeric key for North and South America. Press the appropriate key several times until the character you want displays on the control panel LCD.

Key	Assigned characters (North and South America)
1	1
2	A B C 2 a b c Á Â Ã Ç á â ã ç
3	D E F 3 d e f É é ê è ë
4	G H I 4 g h i Í Î Ï ï
5	J K L 5 j k l
6	M N O 6 m n o Ñ ó ô õ ñ ó ô ò õ Æ
7	P Q R S 7 p q r s
8	T U V 8 t u v Ú Û ú ü
9	W X Y Z 9 w x y z
*	! " ' () * + \$ % & { } ((
0	0 , - . / : ; = ? [] (_
#	# @ space

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Keypad character assignments for Europe

The following table shows the characters assigned to each numeric key for Europe. Press the appropriate key several times until the character you want displays on the control panel LCD.

Key Assigned characters (Europe)

1	1 Å Ä À Â Á Ã Æ å ä à â á ã æ
2	A B C 2 a b c ((Ç (((ç ((
3	D E F 3 d e f ((È (Ê (((ë è é ê ((
4	G H I 4 g h i Ï Î Í Ì ï î í ì
5	J K L 5 j k l ((
6	M N O 6 m n o Ñ ((ö ô ó ò õ Ø ñ ((ö ô ó ò õ ø
7	P Q R S 7 p q r s (
8	T U V 8 t u v ((Ü Ù Û Ú Û (ü ú ù
9	W X Y Z 9 w x y z ((
*	! " ' () * + \$ % & { } ((
0	0 , - . / : ; = ? [] (_ Œ ((
#	space # @

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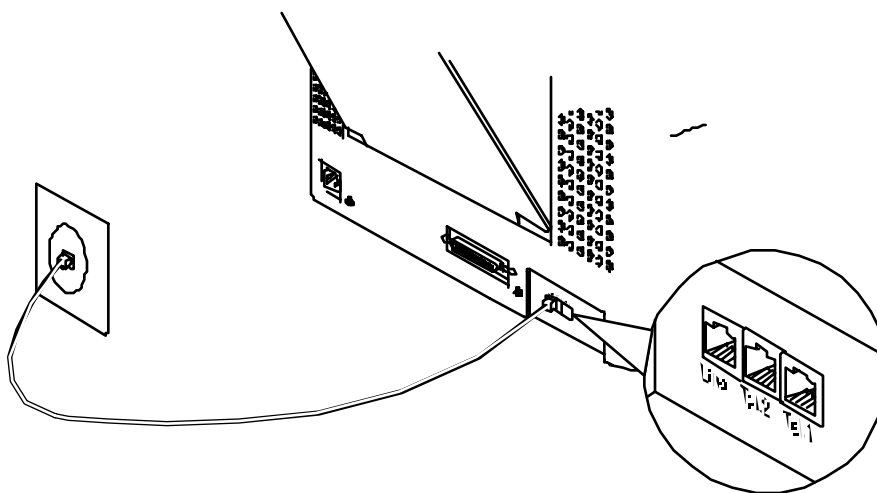


Connecting the telephone lines

There are three telephone line jacks at the rear of the WorkCentre. To connect the telephone lines properly, decide how you will use the WorkCentre and then follow the appropriate steps.

I will receive fax calls only on the telephone line (dedicated fax machine).

Insert one end of the telephone cord supplied with the WorkCentre into the **Line** jack at the rear of the WorkCentre, and insert the other end into your telephone wall plug.



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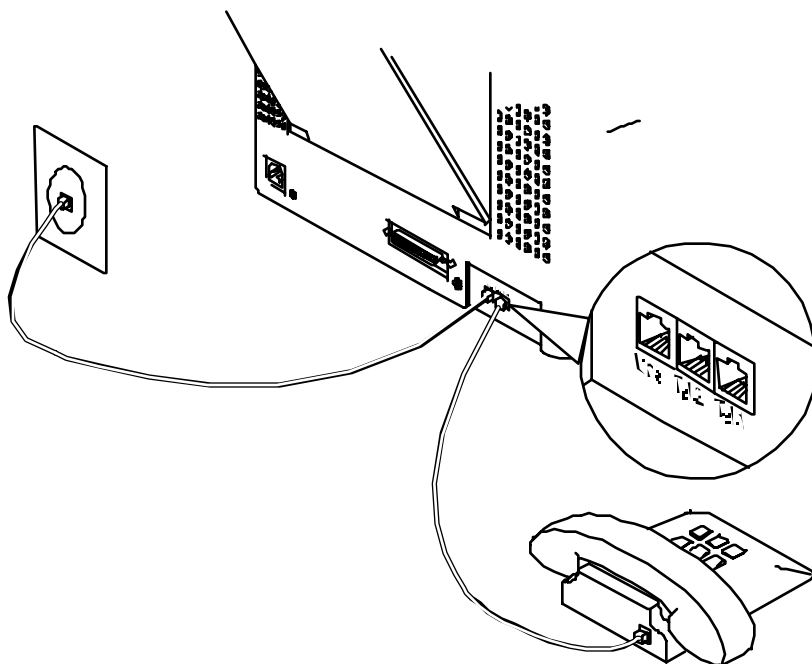
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I will receive both fax and voice calls on the telephone line, and I will *not* use an answering machine.

1. Insert one end of the telephone cord supplied with the WorkCentre into the **Line** jack at the rear of the WorkCentre, and insert the other end into your telephone wall plug.
2. Insert your telephone's cord into the **Tel 1** jack at the rear of the WorkCentre.



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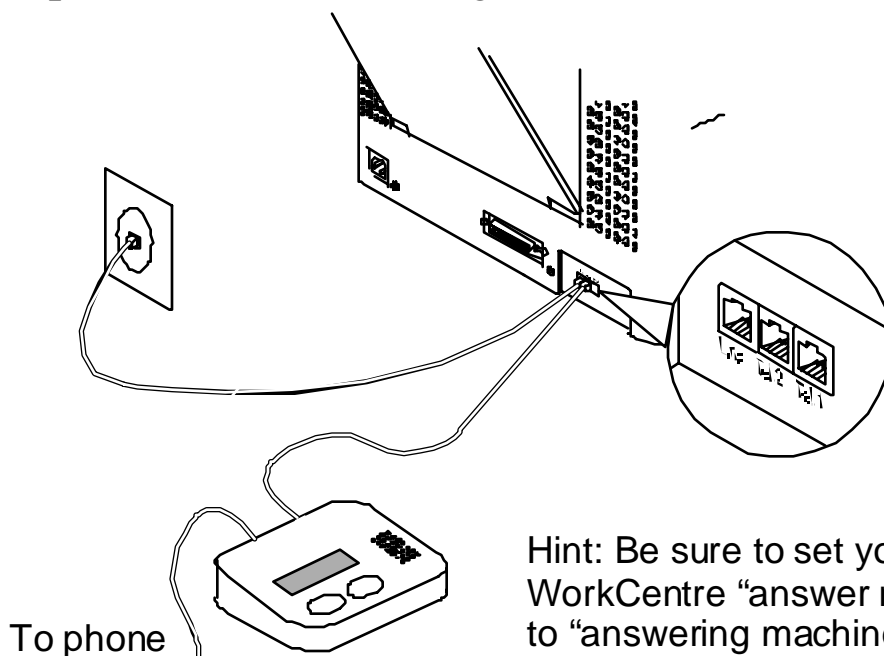
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I will receive both fax and voice calls on the telephone line, and I will use an answering machine.

1. Insert one end of the telephone cord supplied with the WorkCentre into the **Line** jack at the rear of the WorkCentre, and insert the other end into your telephone wall plug.
2. Insert your answering machine's cord into the **Tel 2** jack at the rear of the WorkCentre. If your answering machine does not include a telephone, connect your telephone to the answering machine.



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I also want to use a data modem with my PC and WorkCentre 450c.

Use a phone cord “Y” cable, or splitter at the wall jack. A splitter has one connector that plugs into your wall jack, and two jacks that accept phone cables.

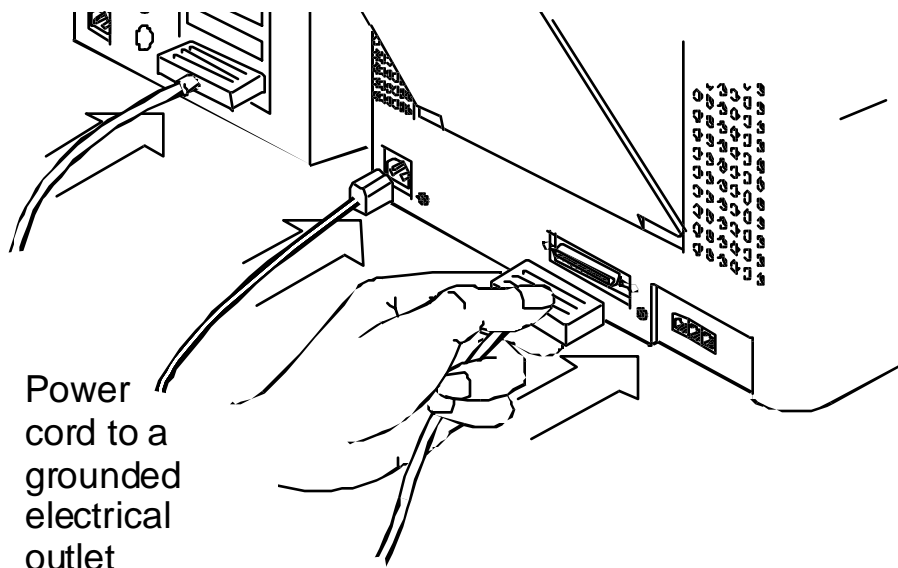
Connect a phone cord from your modem’s Line jack to one jack on the Y cable, and another phone cord from the WorkCentre’s Line jack to the other jack on the Y cable. Plug the Y cable connector into your wall jack.

Note Be sure your data modem is **not** set to “auto answer”, otherwise it may answer incoming calls before the WorkCentre 450c. See your modem’s documentation for more information.

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Connecting the power and parallel cables

The WorkCentre 450c includes a parallel cable and a power cord. The parallel cable connects the WorkCentre to your PC and the power cord connects the WorkCentre to an electrical outlet.



Power cord to a grounded electrical outlet

Parallel cable connects the WorkCentre to a free parallel (printer) port on your PC

Note Before connecting the cables, make sure your PC is turned **Off**.

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1. Attach the parallel cable to the parallel port at the rear of the WorkCentre, securing it with the wire clips, and then to a free parallel (printer) port on your PC.
2. Attach the power cord to the power connector at the rear of the WorkCentre.
3. Plug the cord into a grounded electrical outlet.]

Note In the United States and Canada, use a UL listed and CSA labeled detachable power cord, 3-conductor, 18 AWG, SJT or SVT type, plug grounding type parallel blade, cord connector body IEC 320 style to connect to the WorkCentre. Make sure the electrical outlet is near the WorkCentre and easily accessible.

The power cord is used as the main disconnect device.

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Using the Setup Wizard to select your fax options

The Setup Wizard helps you select basic options for sending and receiving faxes. You may have run the wizard after you installed your software to select your fax options. You can run the Setup Wizard at any time to change your fax options.

Note FCC and Communications Canada regulations require you to enter the WorkCentre's fax number. Make sure you provide the number before using the WorkCentre.

1. Turn on your PC.
2. Do one of the following:
 - **In Windows 95**, double-click the WorkCentre icon on the taskbar. Click the WorkCentre icon located in the upper left corner and then click Setup Wizard.
 - **In Windows 3.1 or 3.11**, double-click the WorkCentre icon on the desktop with the left mouse button and then click Setup Wizard.
3. Follow the instructions on your screen to select the fax options you want.

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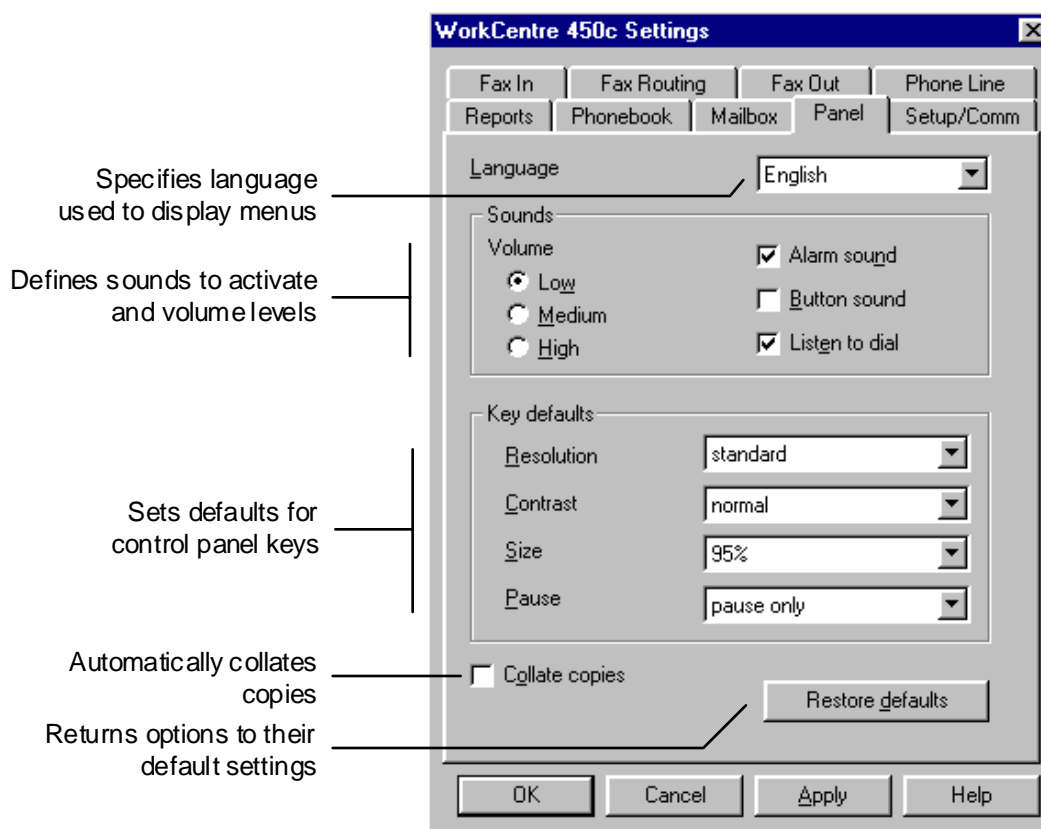
Customizing the Control Panel

After you've been using the WorkCentre for a while, you may want to change the control panel's default settings. For example, you can specify the types of sounds the WorkCentre makes and the settings for some of the keys on the control panel.

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Changing the control panel default settings

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre Status window, click Settings.
3. Click the Panel tab.



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4. Change the defaults for any of these options:

Language

Sets the language used to display the menus on the WorkCentre's LCD. The options vary, depending on the country in which you reside.

Volume

Sets the volume level for the alarm, button, and dial tone sounds. Options are **Low**, **Medium**, and **High**.

Alarm sound

Sounds an alert tone when an error occurs.

Button sound

Activates a sound each time you press a key.

Listen to dial

Activates an audible dial tone at the start of a call.

Resolution

Sets the sharpness of the outgoing faxes. Options are **standard** (200 x 100 dpi), **fine** (200 x 200 dpi), and **superfine** (300 x 300 dpi).

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Contrast

Adjusts the lightness and darkness of your copies and outgoing faxes. Options are **lighten**, **normal**, **darken**, **photo lighten**, **photo normal**, and **photo darken**.

Size

Reduces or enlarges copies by the percentage you choose. Options are **95%**, **100% (same size)**, **enlarge 125%**, **enlarge 150%**, **75%**, **80%**, **85%**, and **90%**.

Pause

Defines how the PAUSE key is used. Options are **pause only** and **dial options**. **Pause only** inserts a timed interval in a dialing sequence. **Dial options** lets you enter a pause, enter a charge code, and switch to touch-tone dialing if your telephone is set to pulse (rotary) dialing.

You define the pause length on the Phone Line property page

Collate copies

Arranges, in sequential order, multiple copies of the same document.

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5. Do **one** of the following:

- Click OK to change the options at the WorkCentre and close the WorkCentre Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre Settings window open.

Note To use the factory defaults, click the Restore Defaults button.

Maintenance Procedures

To keep your WorkCentre in good operating condition, you need to perform periodic maintenance tasks.

Cleaning a color print head or high capacity ink jet cartridge

When you notice streaks or lines on your printed pages, you should clean the color print head or high capacity ink jet cartridge. If cleaning the head or cartridge two or three times does not improve your print quality, then you should replace the color print head or high capacity ink jet cartridge.

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1. At the WorkCentre 450c, press the **CARTRIDGE** key twice to display [clean] on the LCD.
2. Press **ENTER**.

A message displays on the LCD while the WorkCentre is cleaning. When cleaning is complete, you can run a printer test to check

your print quality.

3. Press the **MENU** key.
4. Press **6** [Printer] and **ENTER**.
5. Press **5** [Make test print] and **ENTER**.
6. Check the test print. If you notice breaks in the ink coverage, clean the color print head or high capacity ink jet cartridge again.

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Installing a high capacity (black only) ink jet cartridge

The WorkCentre 450c Status window on your PC includes an ink level gauge which indicates your ink supply. When the ink supply runs low, the WorkCentre displays a message in the WorkCentre 450c Status window and on the control panel LCD. If your print quality is good, press the START key on the control panel and continue using the ink jet cartridge.

If you need to replace the high capacity ink jet cartridge, use the following procedure. You can also use the procedure to install an ink jet cartridge for the first time, and to reinstall a previously used ink jet cartridge when changing from color to black-and-white printing.

Note If you run out of ink while printing faxes or documents stored to memory, any pages printed before you change the ink cartridge are lost.

1. At the WorkCentre 450c, press the CARTRIDGE key to display [change] on the LCD.

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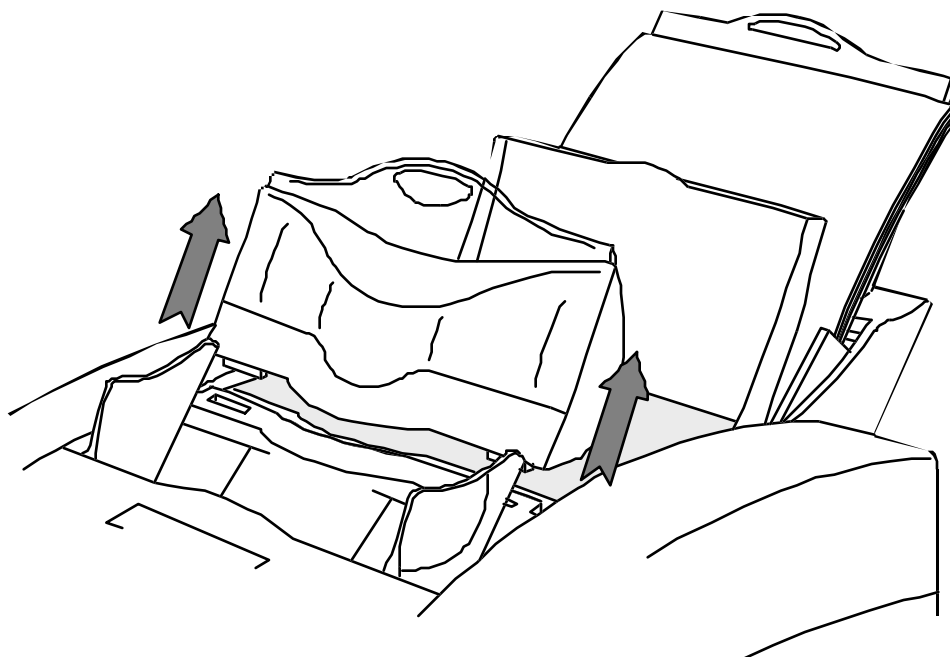
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2. Press ENTER.

The WorkCentre moves the high capacity ink jet cartridge to the center of the printer so you can remove it.

Note If the high capacity ink jet cartridge does not move to the center of the printer, unplug the WorkCentre's power cord, wait a few seconds, and then reconnect it.

3. Remove the document tray and open the printer cover.



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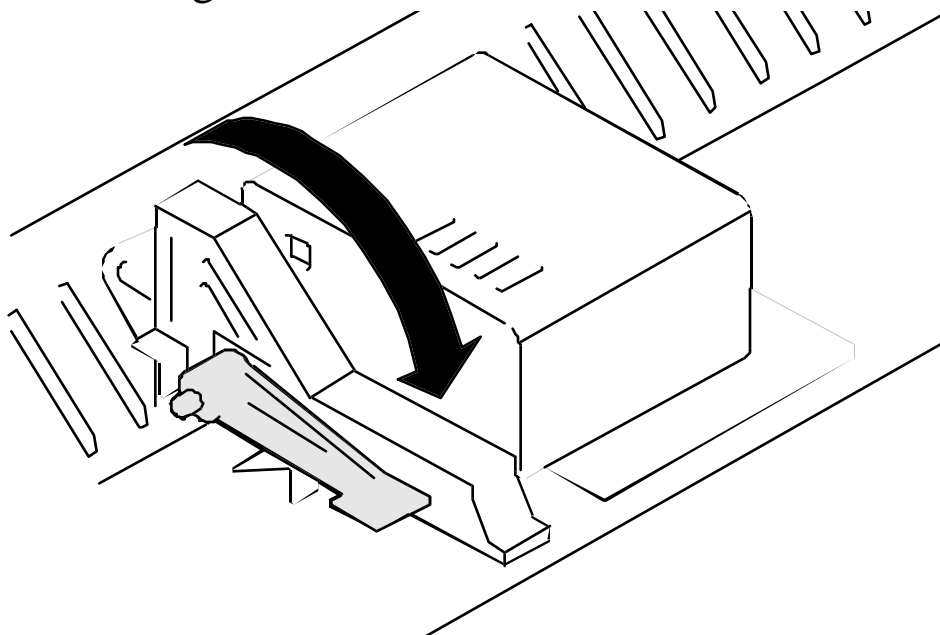
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4. Pull the green carriage lock lever forward and remove the cartridge.



Note If you are changing from color to black-and-white printing, place the color print head in the print head storage box. This prevents the ink from drying out and clogging the ink jets.

5. If you are installing a new cartridge, remove the ink jet cartridge from the box, peel back the foil cover, and lift out the cartridge. Remove the green nozzle protector tab and the tape from the cartridge.

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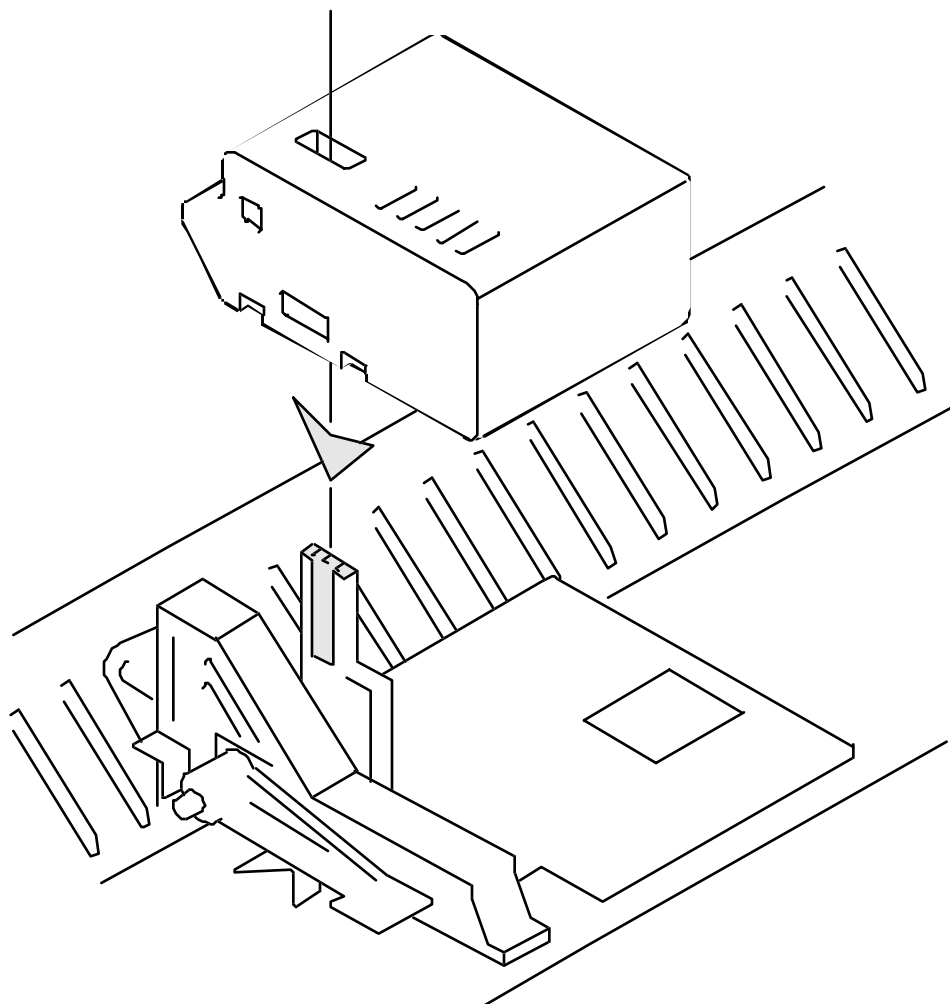
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6. With the green carriage lock lever still in the forward position, install the cartridge by aligning the hole in the cartridge with the green post on the printer carriage. Gently lower the cartridge into position.



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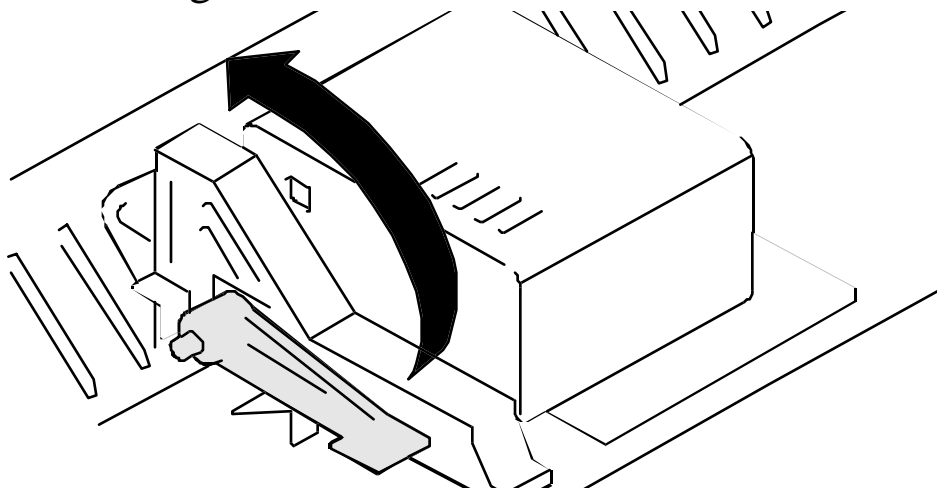
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7. Push the green carriage lock lever backward to secure the cartridge. Do not force the lever backward.



8. Close the printer cover and replace the document tray.
9. Do one of the following:
- If you installed a new high capacity ink jet cartridge, press **START**.
 - If you reinstalled a previously used high capacity ink jet cartridge, press **STOP**.

The cartridge returns to the home position (far left side of printer) and the WorkCentre cleans the cartridge. After a few moments, the printer returns to normal print mode.

If the cartridge does not return to the home position, try removing and reinstalling the ink jet cartridge.

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Installing the color ink cartridges

For color printing, the WorkCentre uses four ink cartridges: magenta, cyan, yellow, and black. The four cartridges are housed in the color print head. You can replace individual ink cartridges as needed.

The WorkCentre 450c Status window on your PC includes ink level gauges which indicate the ink supply in each cartridge. When the ink supply runs low in a cartridge, the WorkCentre displays a message in the WorkCentre 450c Status window and on the control panel LCD. You should replace the black ink cartridge as soon as possible to ensure your incoming faxes will continue to print.

Note If you run out of ink while printing faxes or documents stored to memory, any pages printed before you change the ink cartridge are lost.

Caution Keep the ink cartridges out of the reach of children. Do not get the ink near your eyes or mouth.

1. At the WorkCentre 450c, press the CARTRIDGE key to display [change] on the LCD.
2. Press ENTER.

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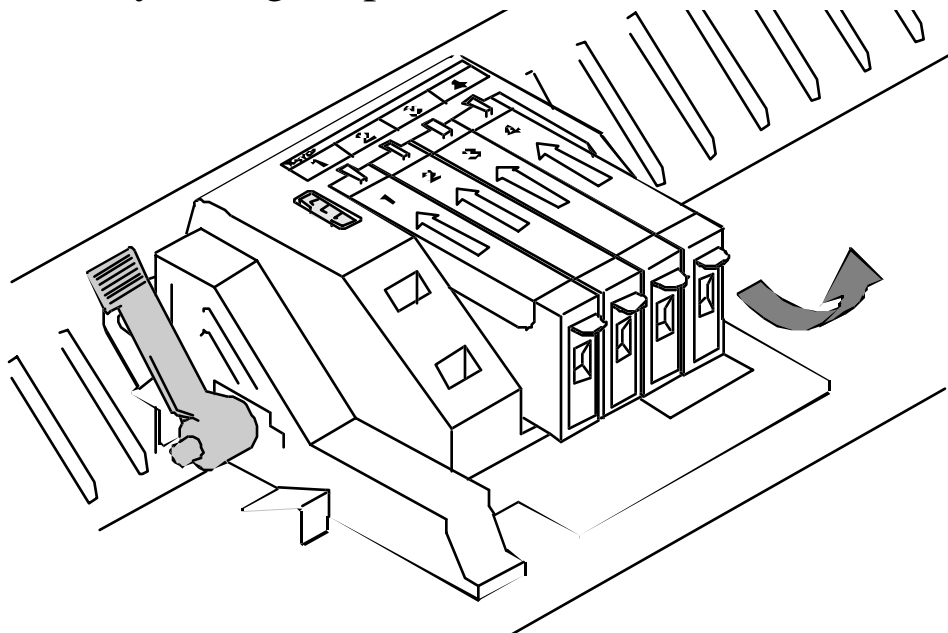
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The WorkCentre moves the color print head to the center of the printer so you can access the color ink cartridges.

Note If the color print head does not move to the center of the printer, unplug the WorkCentre's power cord, wait a few seconds, and then reconnect it.

3. Remove the document tray and open the printer cover.
4. With the color print head installed in the printer, remove the empty ink cartridge from the color print head by lifting it up and out.



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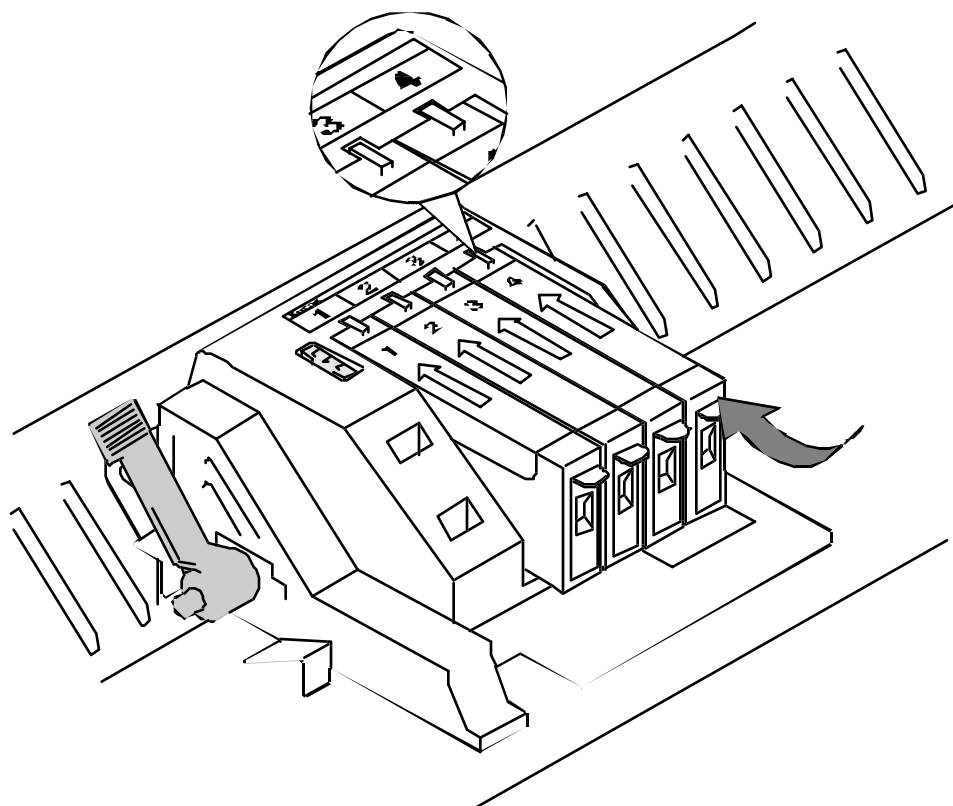
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5. Remove the new ink cartridge from its package. Slowly remove the protective strip from the cartridge in the direction of the arrow.

Note Do not touch the uncovered hole in the ink cartridge, as ink will get on your hands.

6. Insert the ink cartridge into the correct location on the color print head as shown. The ink cartridges and corresponding locations are color coded and numbered.

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7. Snap the ink cartridge into position.

Caution Do not force the ink cartridge into the print head.

8. Close the printer cover and replace the document tray.

9. Press the **START** key.

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The color print head returns to the home position (far left side of printer) and the WorkCentre cleans the head. After a few moments, the printer returns to normal print mode.

If the color print head does not return to the home position, try removing and reinstalling the head.

Installing a color print head

The WorkCentre displays a graphic in the WorkCentre 450c Status window on your PC and a message on the control panel LCD when it is time to install a new color print head. The color print head is the black plastic housing that contains the color ink cartridges. You can reuse the same ink cartridges if they still contain ink.

Use the following procedure to replace the color print head. You can also use the procedure to install a color print head for the first time, and to reinstall a previously used color print head when changing from black-and-white to color printing.

1. At the WorkCentre 450c, press the **CARTRIDGE** key three times to display [replace color head] on the LCD.

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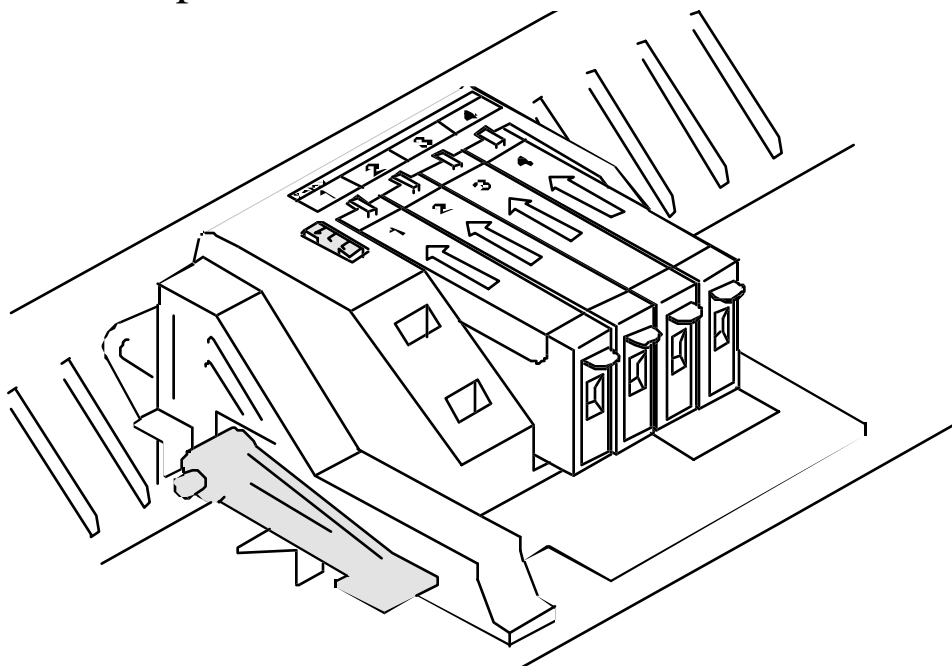
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2. Press **ENTER**.

The WorkCentre moves the color print head to the center of the printer so you can remove it.

Note If the color print head does not move to the center of the printer, unplug the WorkCentre's power cord, wait a few seconds, and then reconnect it.

3. Remove the document tray and open the printer cover.
4. Pull the green carriage lock lever forward and remove the color print head.



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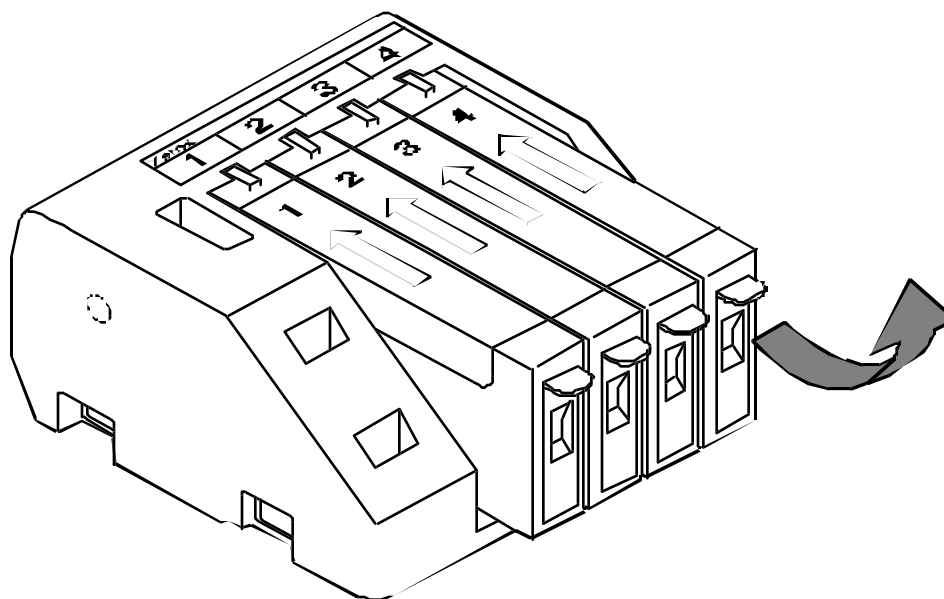
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Note If you are changing from black-and-white to color printing, place the high capacity ink jet cartridge in the print head storage box. This prevents the ink from drying out and clogging the ink jets.

5. If you are installing a new color print head, remove the color ink cartridges from the print head.



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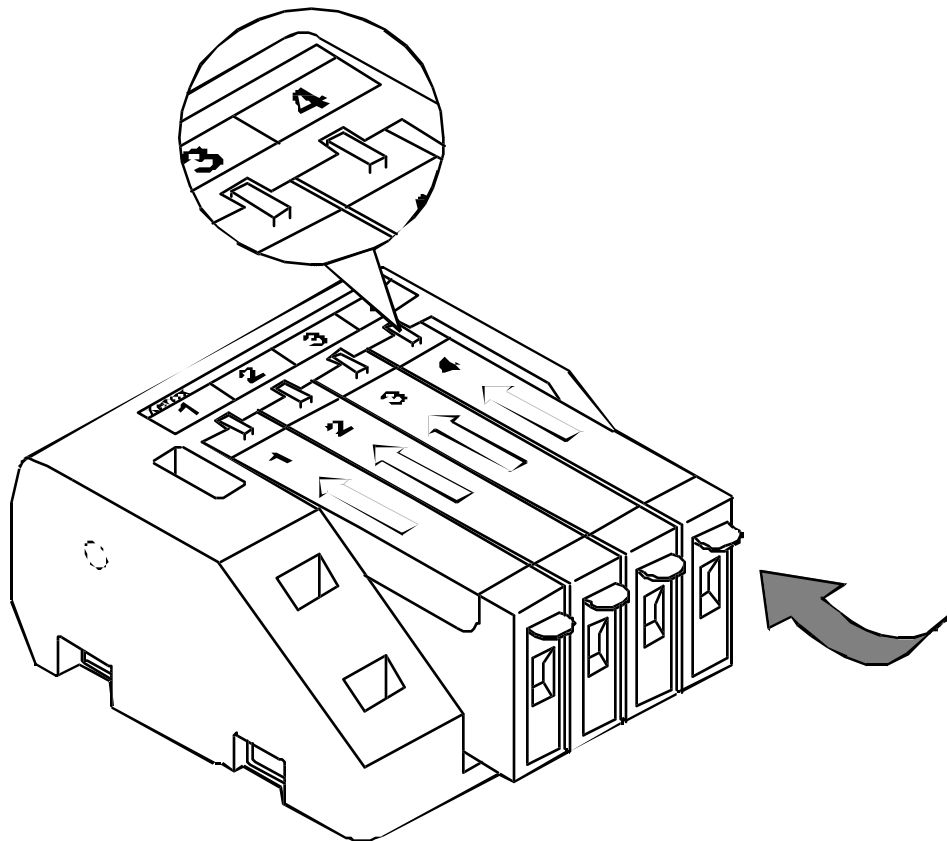
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6. Insert the ink cartridges into the new print head as shown. The ink cartridges and corresponding locations are color coded and numbered.



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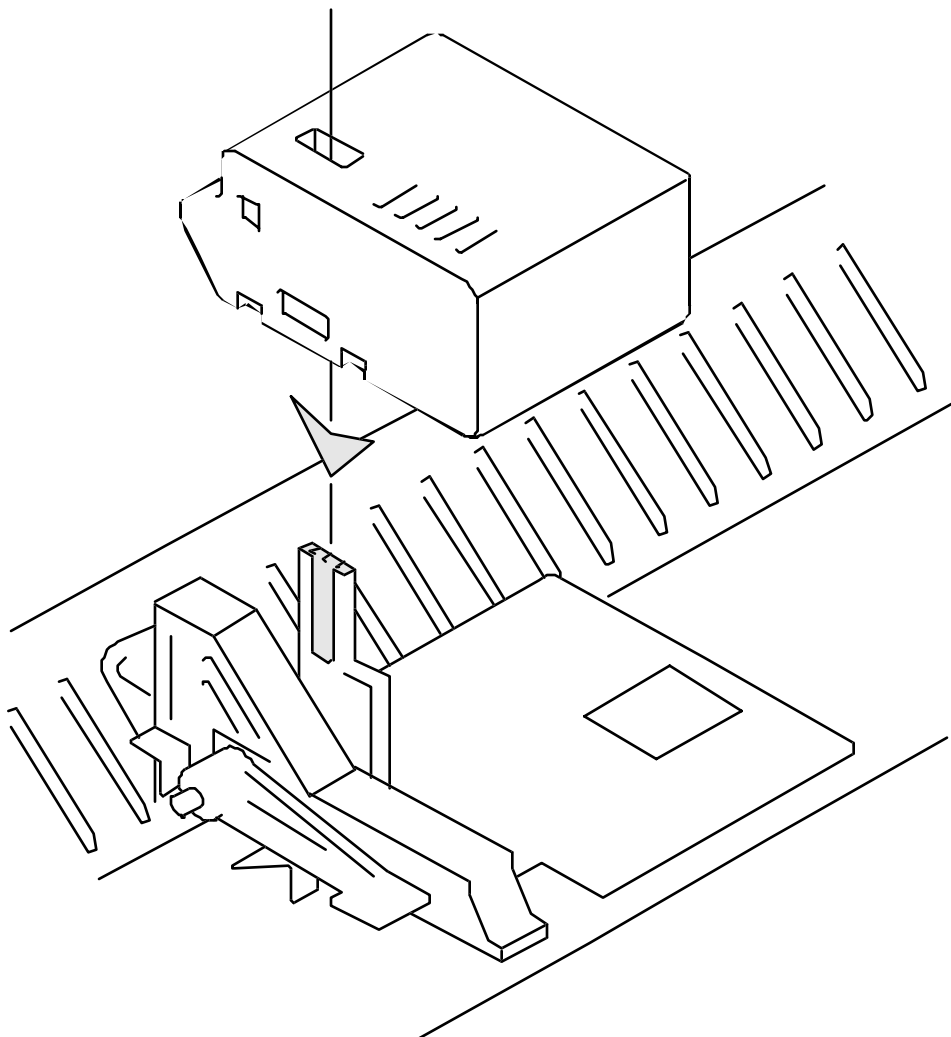
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7. Reinstall the print head by aligning the hole in the print head with the green post on the printer carriage. Gently lower the print head into position.



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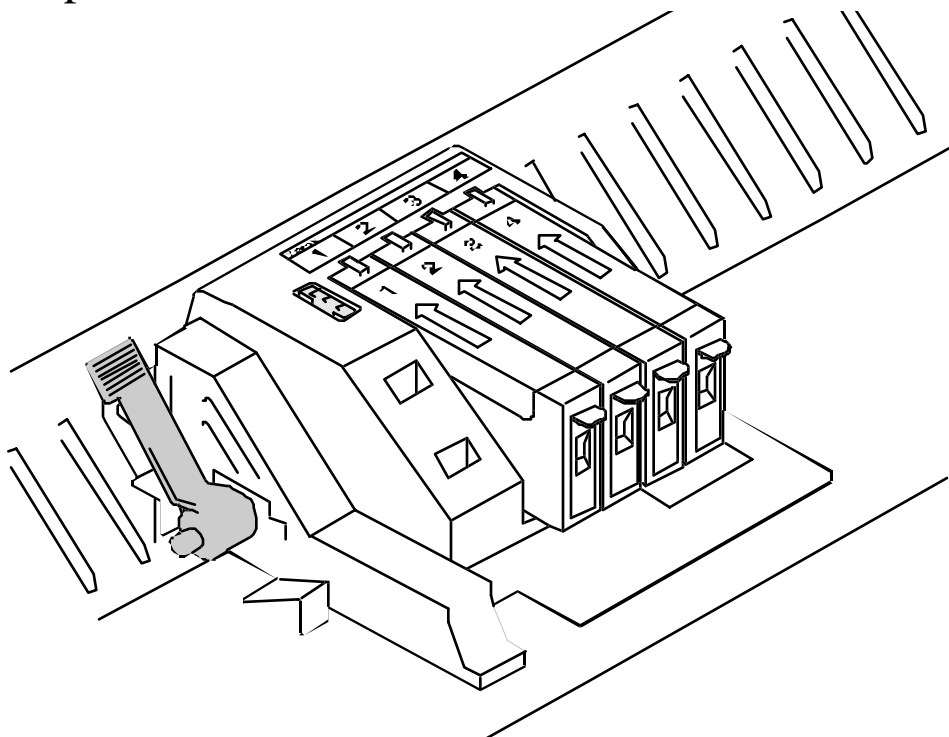
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8. Push the green carriage lock lever backward to secure the print head. Do not force the lever backward.



9. Close the printer cover and replace the document tray.
10. Do one of the following:
- If you installed a new color print head, press **START**.
 - If you reinstalled a previously used color print head, press **STOP**.

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The color print head returns to the home position (far left side of printer) and the WorkCentre cleans the head. After a few moments, the printer returns to normal print mode.

If the print head does not return to the home position, try removing and reinstalling the head.

Replacing the automatic document feed pad

The WorkCentre displays a graphic in the WorkCentre 450c Status window and a message on the control panel LCD when it's time to replace the automatic document feed (ADF) pad. Changes in paper feeding performance also indicate that you should replace the ADF pad. The ADF pad allows a single page to be scanned while any remaining pages stay in the document tray.

To order an ADF pad:

- In the United States, call 1-800-822-2200.
- In Canada, call 1-800-668-0199 (English) or 1-800-668-0133 (French).

1. At the WorkCentre 450c, press the MENU key.
2. Press 5 [Setup] and ENTER.

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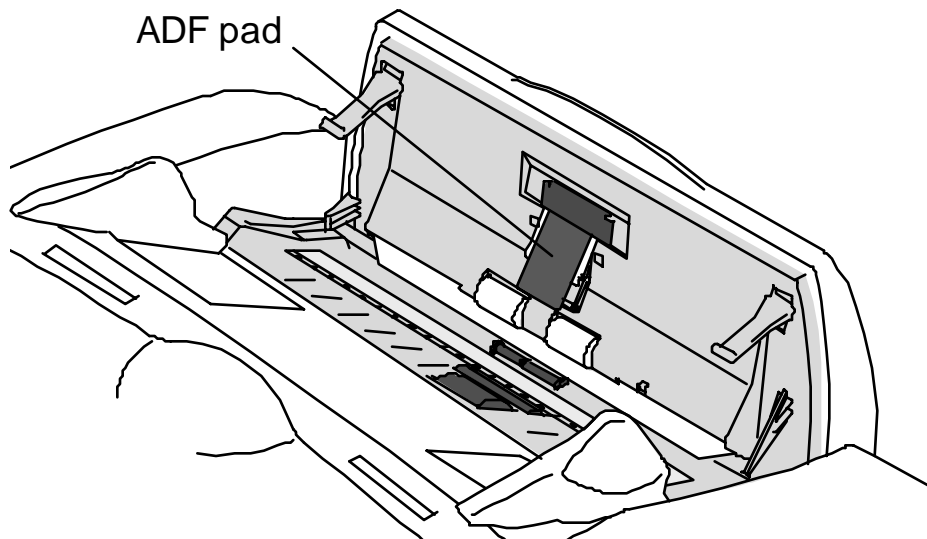
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3. Press 9 [Maintenance] and ENTER.
4. Press ENTER to select [Replace ADF pad].
5. Open the scanner cover. The ADF pad is located on the back side of the scanner cover.



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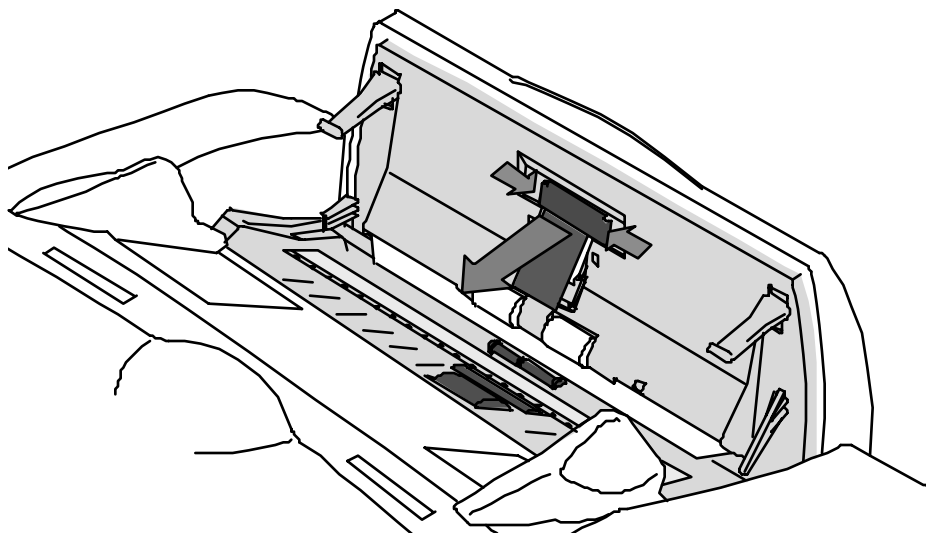
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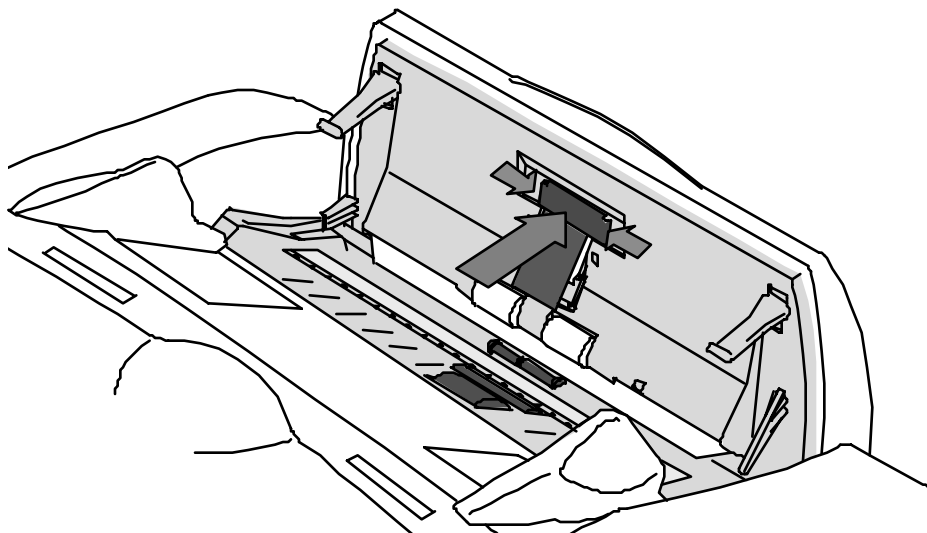
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6. Squeeze the two sides of the plastic housing that holds the pad and remove the housing with the pad.

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7. Replace the ADF pad by inserting the plastic tabs on the housing into the slots in the back side of the scanner cover and snapping the pad into place.



8. Close the scanner cover.
9. Do one of the following:
 - If you installed a new ADF pad, press START.
 - If you reinstalled a previously used ADF pad, press STOP.

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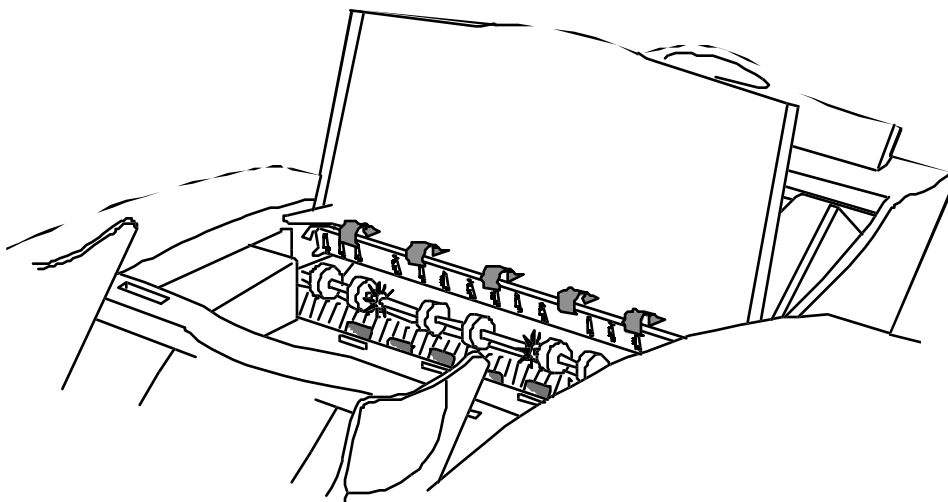
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Cleaning the WorkCentre

Dirt and dust can accumulate in the WorkCentre, which can cause paper misfeeds. When frequent misfeeds occur, you should clean the paper exit and automatic document feed rollers. Use a lint-free cloth dampened with water to clean the rollers.

1. Remove the document tray and open the printer cover.
2. Open the paper exit roller cover.



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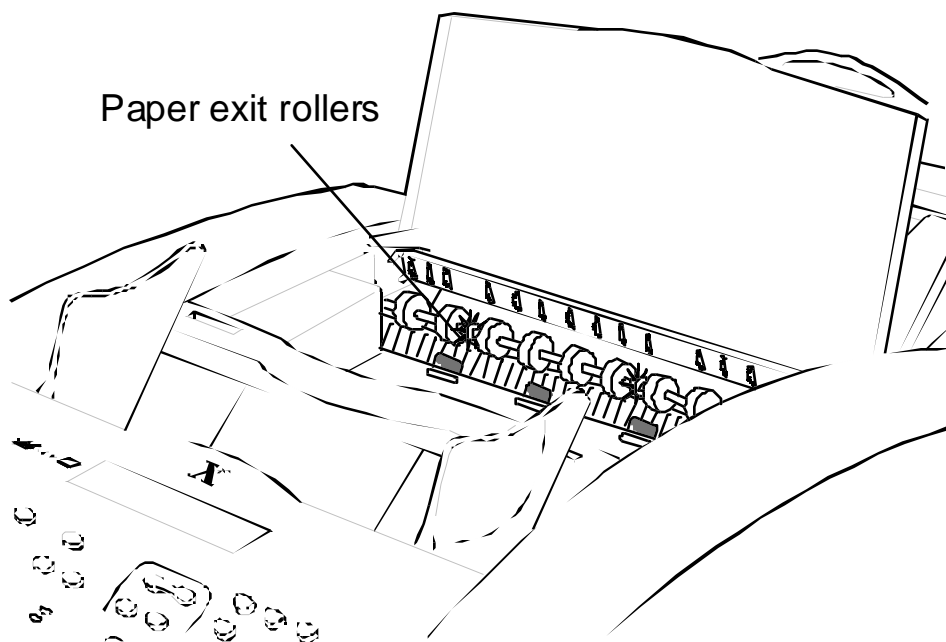
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3. Wipe the paper exit rollers.



4. Close the paper exit roller cover firmly to snap the corner latches into place.
5. Close the printer cover and replace the document tray.
6. Open the scanner cover.

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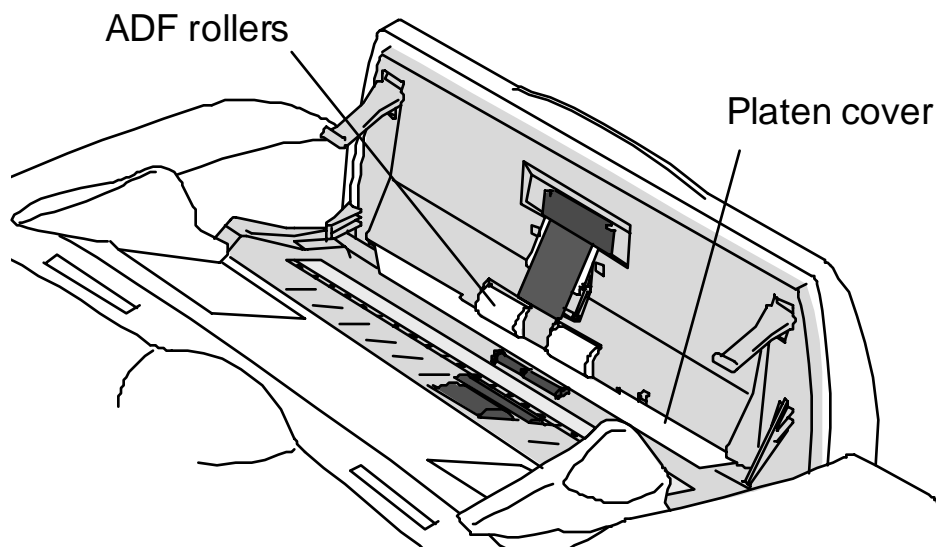
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7. Wipe the rollers located on the back side of the scanner cover and opposite the back side of the scanner cover.
8. Wipe the white plastic platen cover located under the two white rollers.



9. Close the scanner cover.

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Sending a Fax

You send a fax at the WorkCentre using the keys on the control panel. By default, the WorkCentre uses standard resolution and normal contrast.

When sending a fax, you can use the following dialing methods:

Direct dial	Enter the fax number using the numeric keypad.
Speed dial	Press SPEED DIAL and enter the speed dial number. To use speed dial, you need to create a Phonebook.
Manual dial	If your telephone is connected to the WorkCentre, dial the fax number using the telephone handset.

Note Make sure the document you want to fax is free of rips, wrinkles, folds, staples, paper clips, and sticky notes.

At any time before sending the fax, you can press the EXIT/CLEAR key to remove the document from the WorkCentre.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.

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2. Do **one** of the following:

- Using the numeric keypad, enter the fax number.
- To change the fax number, press the **LEFT ARROW** key to move the cursor to the left, press the **RIGHT ARROW** key to move the cursor to the right, and press the **EXIT/CLEAR** key to delete a highlighted number.
- Press **SPEED DIAL** and enter the speed dial number.

Note Depending on your phone system, you may need to enter a prefix (for example, 8 or 9) and press the **PAUSE** key to add a timed interval before entering the fax number.

3. Press **START**.

The WorkCentre dials the fax number, sends the fax, and sounds a confirmation beep when the transmission is complete. By default, the WorkCentre prints a report if the fax could not be sent.

To cancel the transmission before the WorkCentre sends the fax, press the **STOP** key and then the **ENTER** key.

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Changing fax settings before sending a fax

Before sending a fax, you can change the contrast and resolution of your document. You can also choose to include the cover page the WorkCentre provides, and print a confirmation report after the fax is sent.

You change fax settings using the keys on the WorkCentre control panel. The settings you change affect the fax you are sending. After the fax is sent, the WorkCentre returns to its default settings.

Note At any time before sending the fax, you can press the EXIT/CLEAR key to remove the document from the WorkCentre.

1. At the WorkCentre, load up to 20 pages face down in the document tray.
2. To include a cover page with the fax, press the COVER PAGE key to display [yes] and then press ENTER.

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3. To print a confirmation report after the fax is sent, press the **CONFIRM** key to display [yes] and then press **ENTER**.
4. Press the **CONTRAST** key several times to switch among these options:

Normal	For documents with good dark and light values.
Lighten	For documents that are too dark.
Darken	For documents that are too light.
Photo normal	For photographs and documents that contain different shades of gray.
Photo lighten	For photographs and grayscale documents that are too dark.
Photo darken	For photographs and grayscale documents that are too light.

When you choose a photo setting, the WorkCentre automatically sets the resolution to fine if it was previously set to standard.

5. Press the **RESOLUTION** key several times to switch among these options:

Standard	200 x 100 dots per inch.
Fine	200 x 200 dots per inch.
Superfine	300 x 300 dots per inch.

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Note Fine and superfine assure you of a better quality fax. However, the fax transmission time is longer, which may increase your telephone cost. Generally, standard resolution is good for documents with font sizes of 10 points and larger; fine and superfine improve readability of documents with font sizes smaller than 10 points.

6. Do **one** of the following:

- Using the numeric keypad, enter the fax number.

To change the fax number, press the **LEFT ARROW** key to move the cursor to the left, press the **RIGHT ARROW** key to move the cursor to the right, and press the **EXIT/CLEAR** key to delete a highlighted number.

- Press **SPEED DIAL** and enter the speed dial number.

7. Press **START** to begin the fax transmission.

8. If you chose to include a cover page with your fax, enter the number of pages in the document and then press **ENTER**.

To cancel the transmission before the WorkCentre sends the fax, press the **STOP** key and then the **ENTER** key.

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Sending a fax to more than one fax number

You can send the same fax to more than one fax number. You can use a combination of both direct and speed dialing.

Note If you routinely send faxes to the same group of fax numbers, you can create a group entry in your Phonebook. Then you can use the SPEED DIAL key to send the fax quickly to the group of fax numbers.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. Do **one** of the following:
 - Using the numeric keypad, enter the fax number.
To change the fax number, press the **LEFT ARROW** key to move the cursor to the left, press the **RIGHT ARROW** key to move the cursor to the right, and press the **EXIT/CLEAR** key to delete a highlighted number.
 - Press **SPEED DIAL** and enter the speed dial number.

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3. Press ENTER.
4. Repeat step 2 to enter the next fax number.
5. Do **one** of the following:
 - Press ENTER and enter another fax number. The maximum number of entries is ten.
 - Press START to begin the fax transmission.

Sending a fax at a later time

You can set up a fax at the WorkCentre and have it sent at a later time. You might want to delay a fax transmission to take advantage of the lower telephone rates available during certain time periods.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. Press the MENU key.
3. Press ENTER to select [Fax job].
4. Press 2 [Dial later] and ENTER.

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5. Using the numeric keypad, enter the time.

To change the time, press the **LEFT ARROW** key to move the cursor to the left, press the **RIGHT ARROW** key to move the cursor to the right, and press the **EXIT/CLEAR** key to delete a highlighted number.

6. If you are using a 12-hour clock, press **RIGHT ARROW** to switch between am and pm.
7. Press **ENTER**.
8. Enter the fax number and press **START**.

The WorkCentre stores the document to memory until it sends the fax at the specified time.

Note If your document remains in the document tray, the **Always send from memory** option is not selected on the ControlCentre's Fax Out property page. To select the option, see ["Changing the fax out options"](#) later in this chapter.

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Using a confidential charge code when sending a fax

Depending on your telephone system, you might need to use a charge code when sending a fax to a number outside your local area. A charge code could be your calling card number or some other number your long-distance service provides. To keep the charge code confidential, the WorkCentre does not display the code on the control panel LCD or print the code on any reports.

Note If you frequently send faxes to a fax number that requires a charge code, you can create an individual speed dial entry in your Phonebook that includes your charge code. Using speed dialing, you can quickly enter both the fax number and charge code with the press of one key.

1. At the WorkCentre 450c, press the MENU key.
2. Press 5 [Setup] and ENTER.
3. Press 7 [Control panel] and ENTER.
4. Press 4 [Pause key] and ENTER.

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5. Press **RIGHT ARROW** to display [dial options] and **ENTER**.

The WorkCentre sounds a confirmation beep.

6. Press **STOP** to exit the menus.
7. Load up to 20 pages face down in the document tray.
8. Enter the fax number.

Note If you need to add a pause (timed interval) in the fax number, press **PAUSE** and then **ENTER**. A comma displays for each pause you add.

9. When you need to enter a charge code, press the **PAUSE** key to display the dial options menu.

Dial options
pause

10. Press **RIGHT ARROW** to display [charge code] and **ENTER**.
11. Enter the charge code. A dollar sign (\$) displays for each number in the charge code. The dollar signs display after the fax number.

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12. When you are done entering the charge code, press **PAUSE**. Any additional numbers you might enter will display on the LCD.
13. Do one of the following:
 - Press **START** to begin the fax transmission.
 - Press **ENTER**, add another fax number, and then press **START**.

Note After the fax is sent, you may want to change the **PAUSE** key setting to **pause only**. Repeat steps 1 through 5 and choose **pause only** in step 5.

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Switching from pulse to touch-tone dialing during a dialing sequence

If your phone line uses pulse (rotary) dialing, you can switch from pulse to touch-tone dialing when sending a fax. Depending on your telephone system, you may need to use touch-tone dialing to enter the access number for your long-distance service.

To switch from pulse to touch-tone dialing, you need to change the **PAUSE** key setting from **pause only** (the default) to **dial options**. This procedure describes how to change the **PAUSE** key setting.

1. At the WorkCentre 450c, press the **MENU** key.
2. Press **5** [Setup] and **ENTER**.
3. Press **7** [Control panel] and **ENTER**.
4. Press **4** [Pause key] and **ENTER**.
5. Press **RIGHT ARROW** to display [dial options] and **ENTER**.

The WorkCentre sounds a confirmation beep.

6. Press **STOP** to exit the menus.

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7. Load up to 20 pages face down in the document tray.
8. Begin dialing the fax number.
9. When you need to switch to touch-tone dialing, press the **PAUSE** key to display the dial options.
10. Press the **RIGHT ARROW** key twice to display [tone dialing] and then press **ENTER**. The letter “T” displays on the LCD, which indicates that the next number you enter will use touch-tone dialing.
11. Enter the next fax number.
12. Do one of the following:
 - Press **START** to begin the fax transmission.
 - Press **ENTER**, add another fax number, and then press **START**.

Note After the fax is sent, you may want to change the **PAUSE** key setting to **pause only**. Repeat steps 1 through 5 and choose **pause only** in step 5.

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Combining several numbers during a single dialing sequence

You can combine a fax number, speed dial numbers, and access numbers during a single dialing sequence. For example, you may have created a speed dial number for your long-distance service and another speed dial number for your charge code your company provides. You could dial all the numbers at one time to send a fax to a number that requires the long-distance service.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. To enter the first number, do **one** of the following:
 - Using the numeric keypad, enter the number.
 - Press **SPEED DIAL** and enter the speed dial number.
3. Press **REDIAL** to add another number.
4. To enter the next number, do **one** of the following:
 - Using the numeric keypad, enter the number.
 - Press **SPEED DIAL** and enter the speed dial number.

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5. Repeat steps 3 and 4 to until you've entered the complete number.
6. Press **START**.

Faxing long documents

If the document you want to fax is longer than 40 inches, you must use the WorkCentre's **long original** feature. This feature lets you fax a long document without causing a paper jam or an error condition. After you've faxed the document, the long original feature is turned off.

If you do not use the long original feature to fax a long document, the WorkCentre stops scanning the document and sounds an alarm. Press the **START** key to continue scanning the document.

1. At the WorkCentre, load up to 20 pages face down in the document tray.
2. Press **MENU**.
3. Press **ENTER** to select [Fax job].
4. Press **5** [Advanced] and **ENTER**.
5. Press **ENTER** to select [Long original].
6. Press **RIGHT ARROW** to display [yes] and **ENTER**.
7. Enter the fax number and then press **START**.

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Sending confidential faxes

To keep faxes confidential, you can fax them to a mailbox on a remote WorkCentre, or you can store them to memory on your WorkCentre. This allows the fax recipient to retrieve and print the fax when needed.

Sending a fax to a mailbox on a remote WorkCentre

A WorkCentre 450c can provide up to five mailboxes to which you can send faxes. To send a fax to a mailbox on another user's WorkCentre, a telephone must be connected to your WorkCentre, and you need to know the remote user's mailbox number. After sending the fax, it remains in the mailbox until the recipient prints it.

See “Receiving faxes,” later in this chapter to learn how to create and use mailboxes on your WorkCentre.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. Using the telephone connected to your WorkCentre, lift the handset and dial the fax number.

After the remote WorkCentre answers, you hear a fax tone sequence.

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3. When you hear a pause in the tone sequence, press # and wait for three confirmation tones.
4. Press **1# and the mailbox number.
5. Press ##.

For example, the complete key sequence is as follows:
#1#*mailbox number*##**

6. After you hear three confirmation tones, press START.
7. Hang up the telephone.

Note You can send the fax to more than one mailbox on the same WorkCentre by separating each mailbox number with the # character. For example, you would press the following keys to send a fax to mailboxes 1 and 2: **#**1#1#2##**.

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Storing documents to memory for retrieval by a remote fax machine

You can store a document to the WorkCentre's memory to have another fax machine retrieve it later. This capability, called *being polled* or *poll out*, lets another fax user choose when to retrieve the document.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. At the control panel, press **START**.
3. Press **RIGHT ARROW** to display [Be polled].
4. Press **ENTER**.
5. Do **one** of the following:
 - If you will not require the remote user to enter a password, press **ENTER**.
 - If you will require the remote user to enter a password (for security), press **RIGHT ARROW** and **ENTER**. Type the password and press **ENTER**. Inform the remote user of this password.
6. Press **START**.

See "Retrieving documents from another fax machine to the WorkCentre" later in this chapter for information on how to retrieve a document to the WorkCentre.

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Faxing documents from your PC

The WorkCentre 450c provides a CCITT-compatible Class 2 interface for sending and receiving fax documents using your PC. To use the WorkCentre as a fax modem for your PC, a fax application must be installed on your computer.

If you are running Windows 95, you can install Microsoft Fax or Symantec Winfax Pro 7.5. If you are running Windows 3.1/3.11, install Symantec WinFax Lite 4.0 (provided with the WorkCentre 450c) or Symantec WinFax Pro 4.0.

When sending faxes, you can fax a paper document from the WorkCentre, or an electronic document using your PC's fax software.

Setting up Microsoft Fax to send faxes from your PC

Before you can fax a document using Microsoft Fax, you need to set up the WorkCentre 450c as your fax modem.

1. Click the Start button, point to Programs, and then click Microsoft Exchange. The Inbox window for Microsoft Exchange opens.

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2. Click Tools, point to Microsoft Fax Tools, then click Options.
3. Click the Modem tab.
4. In the Available Fax Modems box, click Xerox WC450c Class 2 Fax Modem and then click the Set as Active Fax Modem button.

Note The WorkCentre 450c supports MR compression. However, the Enable MR compression option in the Microsoft Fax Advanced dialog box does not work.

5. Click OK.
6. In the Inbox window, click File and then click Exit.

Sending a fax using Microsoft Fax

You fax a document directly from the software application you used to create it.

1. Open the document in your software application. For example, open a document in Microsoft Word.
2. Click the application's File menu and then click Print.
3. In the Name box, select Microsoft Fax and then click OK. The Compose New Fax wizard opens.

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4. Use the Compose New Fax wizard to specify the fax information and send the fax.

Note If you experience problems using your current version of Microsoft Fax, you can download Windows Messenger (a newer version of Microsoft Exchange) from the Microsoft Web site:

`http://www.microsoft.com`

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Changing the default settings for sending faxes

Using the ControlCentre software on your PC, you can easily change the default settings for sending faxes. The WorkCentre 450c is configured with the following factory defaults for sending faxes:

	Option	Default setting
Fax Out Options	Add cover page	No
	Include send header	Yes
	Include cover page and send header	No
	Retry failed faxes	Yes
	Always send from memory	Yes
	If memory fills	Continue fax job
Setup/Comm Options	Fax number	<i>User specified</i>
	Name	<i>User specified</i>
	Date format	MM/DD/YY
	Time format	12-hour
	Maximum fax speed	14400 bps
	ECM (error correct mode)	Yes
Phone Line Dialing Options	Redials	5
	Redial interval (min)	5
	Pause length (secs)	2
	Dial mode	Tone
	Detect dial tone	Yes

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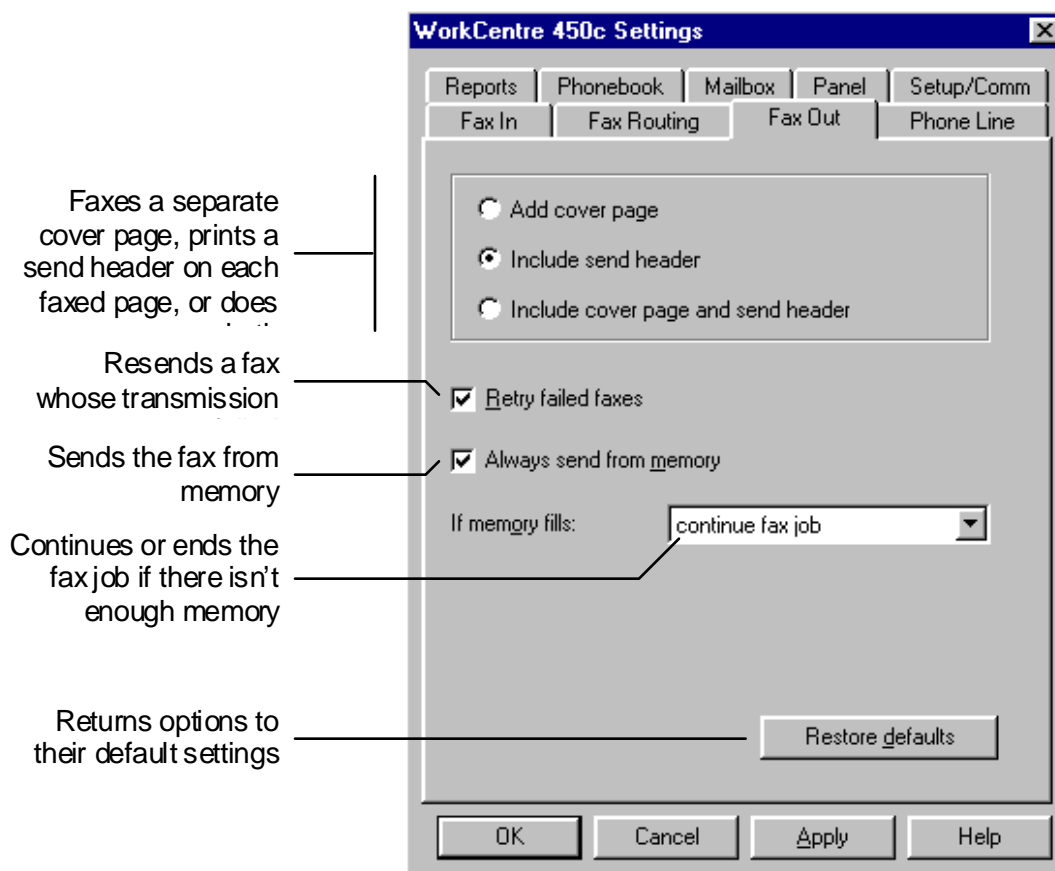
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Changing the fax out options

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre Status window, click Settings.
3. Click the Fax Out tab.



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4. Change the defaults for any of these options:

Add cover page

Faxes a separate page that includes the WorkCentre's name and fax number, the date and time of the fax transmission, the recipient's name (if specified in your Phonebook) and fax number (from your Phonebook or entered using the numeric keypad), and the number of pages being faxed. The cover page is the first faxed page.

Include send header

Prints the WorkCentre's name and fax number, the date and time of the fax transmission, the recipient's fax number, and the page number at the top of each faxed page.

Include cover page and send header

Faxes a separate cover page and prints header information at the top of each faxed page.

Retry failed faxes

Resends a fax whose transmission failed.

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Always send from memory

Scans the document and stores it to memory until the fax is sent. This lets you remove your document from the WorkCentre once it's scanned.

If memory fills

When sending a fax at a later time or to more than one fax number, instructs the WorkCentre to either **continue fax job** or **end fax job** if there is not enough memory to store the entire document. If you choose **continue fax job**, the document remains in the document tray and is sent as memory becomes available.

5. Do one of the following:

- Click OK to change the options at the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre 450c Settings window open.

Note To use the factory defaults, click the Restore Defaults button.

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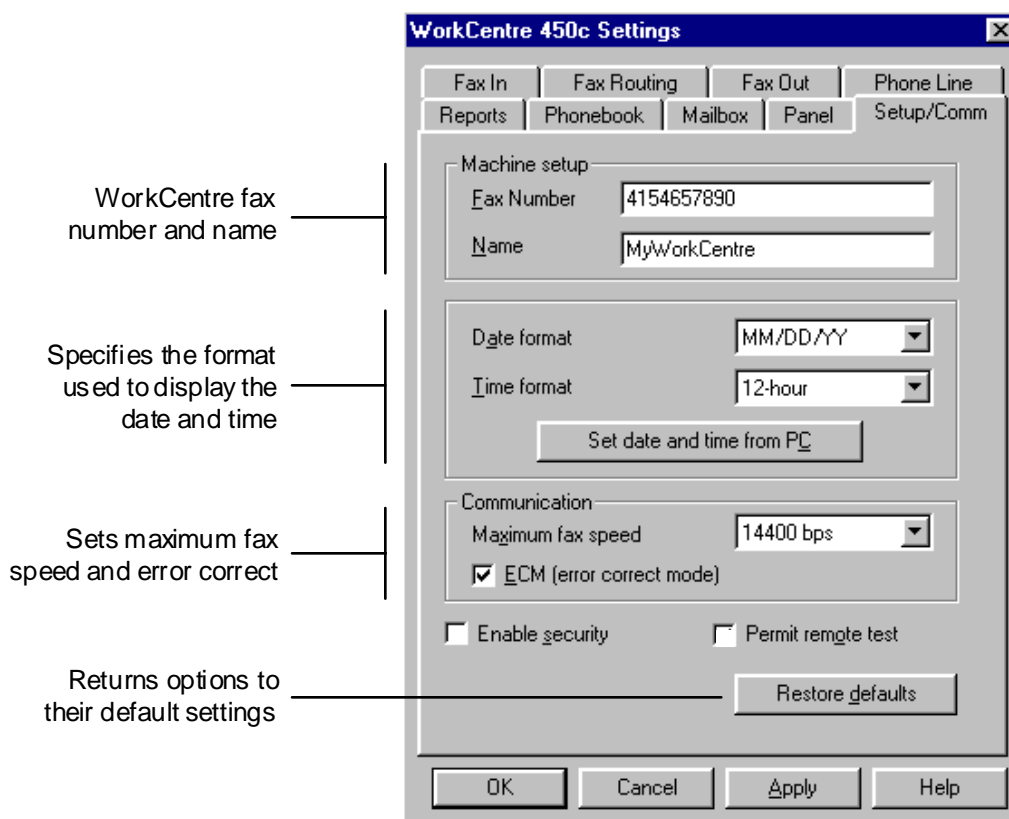
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Changing the setup and communication options

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Setup/Comm tab.



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4. Change the defaults for any of these options:

Fax number

Displays the number specified using the Setup Wizard. If your fax number changes, you can edit the number. Do not include parentheses or hyphens in the number.

Your fax number is included on the send header and cover page, and displays on the fax machine receiving your fax.

Name

Type a name for the WorkCentre (*optional*). The fax name is included on the send header and cover page.

Date format

Sets the format used for displaying the date on the control panel LCD and in the WorkCentre 450c Status window.

Time format

Sets the format used for displaying the time on the control panel LCD and in the WorkCentre 450c Status window.

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Set Date and Time From PC

Click to use the date and time set on your PC for the WorkCentre.

Maximum fax speed

Sets the maximum speed at which a fax is initially sent. The WorkCentre automatically lowers the speed as needed.

ECM (error correct mode)

Monitors the phone line for errors and, if an error occurs, resends any portion of the document until the transmission is complete. When using ECM, the fax transmission time can be longer, but the complete fax is sent.

Permit remote test

Allows a Xerox Customer Support representative to perform remote testing on the WorkCentre.

5. Do **one** of the following:

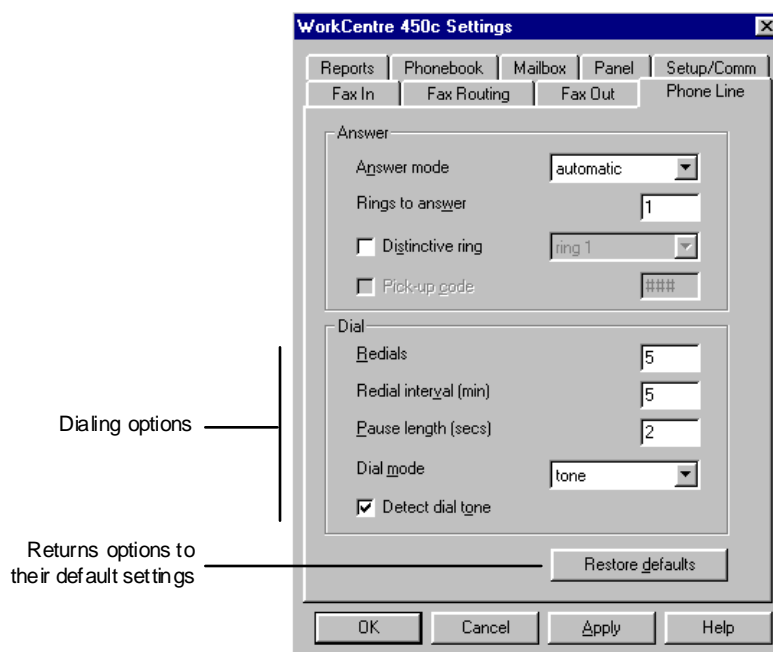
- Click OK to change the options at the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre 450c Settings window open.

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Note To use the factory defaults, click the Restore Defaults button.

Changing telephone line dialing options

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Phone Line tab.



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4. Change the defaults for any of these options:

Redials

Specifies the number of times, from 0 to 9, you want the WorkCentre to redial a fax number after a failed fax transmission.

Redial interval (min)

Specifies the interval, from 1 to 255 minutes, between redials.

Pause length (secs)

Defines the interval, from 1 to 9 seconds, assigned to the PAUSE key on the control panel. When you press the PAUSE key in a dialing sequence, a comma (,) displays on the LCD and the specified time interval is inserted between the numbers.

Dial mode

Sets the dialing mode to tone if your telephone has touch-tone capability, or pulse if it doesn't.

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Detect dial tone

Instructs the WorkCentre to wait for a dial tone before sending a fax.

If the phone system does not provide a dial tone quickly or uses a different type of dial tone, you can clear Detect dial tone to have the WorkCentre send a fax without waiting for a dial tone.

5. Do **one** of the following:

- Click OK to change the options at the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre 450c Settings window open.

Note To use the factory defaults, click the Restore Defaults button.

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Using a document carrier

When faxing fragile documents and photographs, use a document carrier to protect your original. A document carrier is a protective “sleeve” that has a clear plastic front and a white paper backing.

Use a document carrier when faxing these types of originals:

- Photographs
- Torn or wrinkled documents
- Thin originals, such as invoices
- Graphic art, such as newsletter paste-ups and collages

Load the document carrier in the WorkCentre’s document tray with the sealed edge down and the clear front facing away from you.

Caution Do not use a document carrier for originals thicker than a photograph, other wise you could damage the WorkCentre’s Scanner.

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Creating a phonebook of speed dial entries

To use the SPEED DIAL key on the WorkCentre, you need to create a Phonebook of speed dial entries. Your Phonebook can include up to 94 individual entries and 5 group entries. The Phonebook identifies the names and fax numbers assigned to the individual speed dial numbers, and the people assigned to the group speed dial numbers.

This section explains how to create a Phonebook using the ControlCentre at your PC.

Note You can also create a phonebook using the workcentre menus.

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Creating an individual speed dial entry

You can create up to 94 individual speed dial entries. Each entry must include a fax number. You can optionally add a person's name or your charge code when dialing long distance.

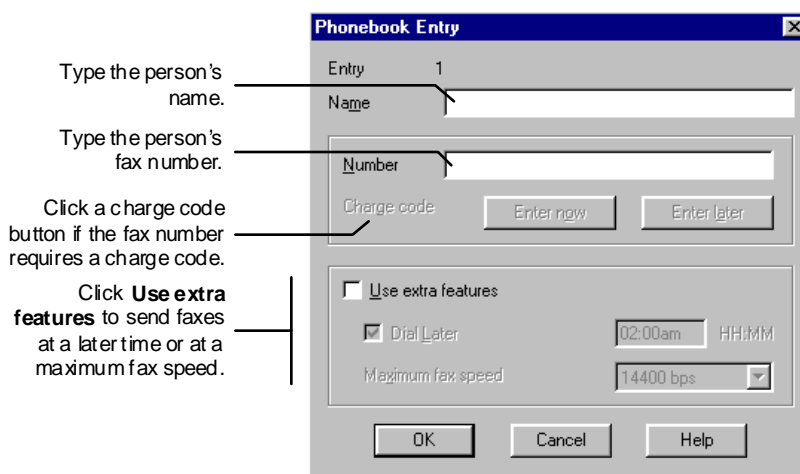
You can specify extra features for any of your entries. For example, you can choose to have the faxes sent to a fax number at a certain time or at a specific transmission speed. This feature is useful when sending faxes to a person located in a different time zone, or if you know that the fax connection performs better at a speed other than 14.4 Kbps (the default speed).

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings. The Phonebook property page displays in front of the other property pages.
3. Do **one** of the following:
 - Double-click an unassigned speed dial number (01 through 94) in the **Individuals** box.

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- Select an unassigned speed dial number (01 through 94) in the **Individuals** box and click New.

The Phonebook Entry dialog box displays.



4. In the **Name** box, type the person's name.
5. In the **Number** box, type the fax number. As needed, include a prefix (for example, 8 or 9) and type a , (comma) to add a pause in the number. Do not include parentheses or hyphens.

Note If you are including a charge code as described in the following step, you may need to add one or more pauses after the fax number.

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6. To include a charge code with the fax number, do **one** of the following:
- Click **Enter now**. Type your charge code in the **Enter charge code** box and click OK. The charge code displays as a series of vertical bars (|) and is entered automatically when you use the speed dial number.
 - Click **Enter later**. The letter “C” displays at the end of the fax number. The WorkCentre will prompt you to enter the charge code at the control panel when you use the speed dial number to send a fax.

Note When sending or distributing a fax to a Phonebook group, the WorkCentre prompts you once to enter a charge code. The charge code you enter is used for all the other speed dial entries in the group that you set up with this feature.

7. If you want to specify a delayed start time or a maximum fax speed, click **Use extra features** and do one or both of the following:
- To send faxes at a specific time, click **Dial later**. In the box, type the time using the format for either a 12- or 24-hour clock.

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Note When sending or distributing a fax to a Phonebook group, the WorkCentre ignores this feature.

- To specify a fax speed that is different (usually lower) than the maximum fax speed set on the Setup/Comm property page, select a maximum speed in the **Maximum fax speed** box.

8. Click OK.

The name and fax number you assigned to the speed dial number appear in the **Individuals** box.

9. Click OK on the Phonebook property page.

The speed dial entries you created are saved in the WorkCentre only. To save a backup copy of your Phonebook to your PC, see “Saving a Phonebook file to your PC” later in this chapter. To print the list of entries in your Phonebook, see “Printing a Phonebook of speed dial entries” later in this chapter.

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Creating a group speed dial entry

Group speed dial entries enable you to quickly send a fax to several fax numbers at one time. When you use the group's speed dial number, the WorkCentre will send the fax to each group member.

Before you can create a group speed dial entry, you need to create the individual entries. See the previous section, "Creating an individual speed dial entry" for more information.

You use the speed dial numbers 95 through 99 for group entries. Each group can consist of a maximum of ten people and the same person can be in more than one group.

If your Phonebook includes group speed dial entries, you also can distribute the faxes received from a specific fax number to one of your speed dial groups. To use this feature, see "Setting up fax distribution at the WorkCentre" in this chapter.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings. The Phonebook property page displays in front of the other property pages.

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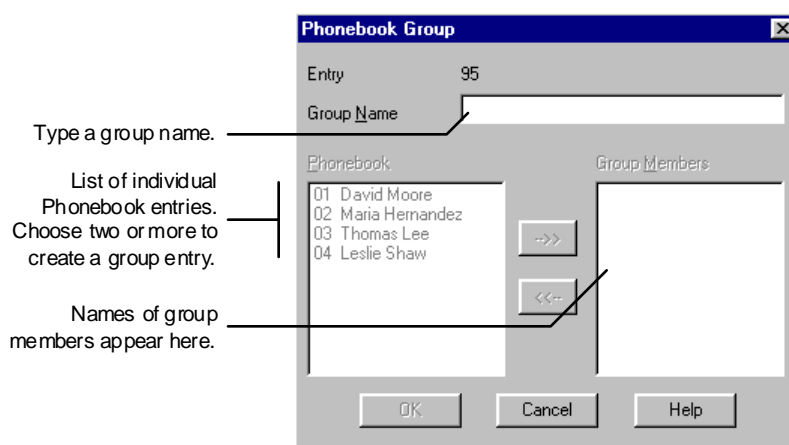
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3. Do one of the following:

- Double-click an unassigned speed dial number (numbers 95 through 99) in the **Groups** box.
- Select an unassigned speed dial number (numbers 95 through 99) in the **Groups** box and click New.

The Phonebook Group dialog box appears, showing the individual entries in the **Phonebook** box.



4. In the **Group name** box, type the name of the group.

5. To add an individual to the group, do one of the following:

- Double-click the name in the **Phonebook** box.
- Select the name in the **Phonebook** box and click -->>.

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6. To remove an individual from the group, do **one** of the following:
 - Double-click the name in the **Group members** box.
 - Select the name in the **Group members** box and click <<--.
7. Click OK.

The group name you assigned to the speed dial number and the number of group members appear in the **Groups** box.

8. Click OK on the Phonebook property page.

The speed dial groups you created are saved in the WorkCentre only. To save a backup copy of your Phonebook to your PC, see “Saving a Phonebook file to your PC” later in this chapter. To print the list of entries in your Phonebook, see “Printing a Phonebook of speed dial entries” later in this chapter.

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Editing a speed dial entry

Once you've created a Phonebook of speed dial entries, you can change an individual or a group entry at any time.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. On the Phonebook property page, do **one** of the following:
 - To edit an individual entry, double-click the name in the **Individuals** box. Go to step 4.
 - To edit a group entry, double-click the name in the **Groups** box. Go to step 5.
4. In the Phonebook Entry dialog box, make the changes you want and then click OK. Refer to “Creating an individual speed dial entry” as needed. Go to step 6.
5. In the Phonebook Group dialog box, make the changes you want and then click OK. Refer to “Creating a group speed dial entry” as needed.
6. Click OK on the Phonebook property page.

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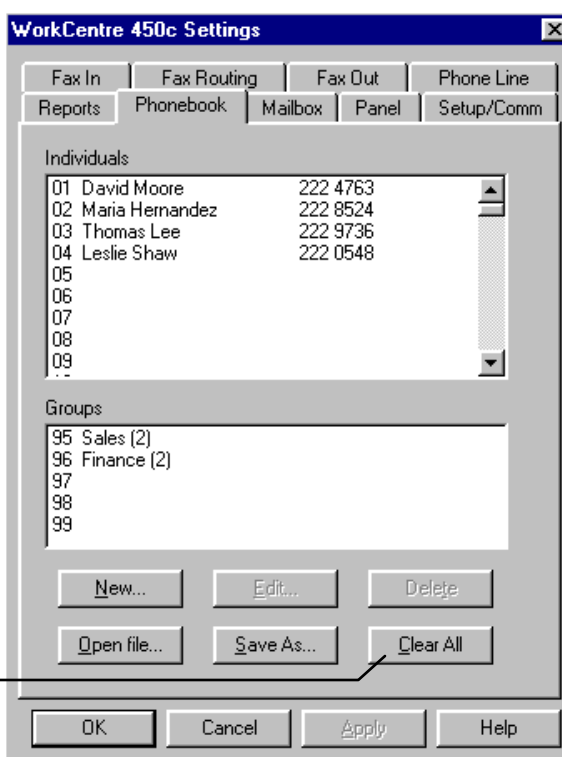
Deleting speed dial entries

You can delete the individual or group assigned to a speed dial number, or the entries assigned to all the speed dial numbers in your Phonebook.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings. The Phonebook property page displays.

Select an entry and click Delete to remove it from your Phonebook.

Click Clear All to delete all Phonebook entries.



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3. To delete one entry, do the following:
 - Click the individual or group name you want to delete.
 - Click Delete.
 - In the confirmation box, click Yes.
4. To delete all the entries, click Clear All and then click Yes in the confirmation box.
5. Click OK on the Phonebook property page.

Saving a Phonebook file to your PC

The Phonebook you create is stored in the WorkCentre only. Any changes you make to your speed dial entries automatically affect the Phonebook on the WorkCentre. Therefore, you should save a copy of your original Phonebook to keep a backup copy on your PC, and to share the information in it with other applications on your system. You can create more than one Phonebook, although only one can be in use at a time.

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You can save a Phonebook in one of two file formats:

- Phonebook files (*.phn)

Provides a complete backup copy by saving all the individual and group information in your Phonebook.

- Delimited text files (*.txt)

Saves all the individual and group information in your Phonebook. Each field (for example, name or fax number) is separated with a tab, and each Phonebook entry is separated with a carriage return. This format lets you use your Phonebook information with other PC applications.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. On the Phonebook property page, click Save As.

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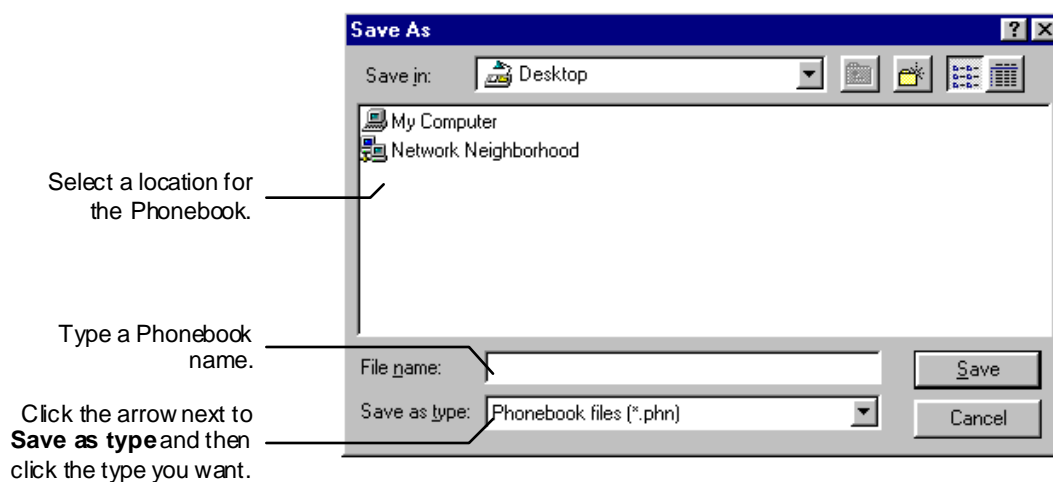
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The Save As dialog box displays.



4. In the **Save in** box, select a location for the Phonebook.
5. In the **File name** box, type a name for the Phonebook.
6. Click the arrow next to **Save as type** and click one of the following formats:
 - Phonebook files (*.phn)
 - Delimited text files (*.txt)
7. Click Save.

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Opening a Phonebook file

When you open a Phonebook file, it replaces the Phonebook in the WorkCentre. Therefore, before opening another Phonebook, make sure you have a backup copy of your current Phonebook.

You can open a Phonebook file saved in one of the following file formats:

- Phonebook files (*.phn; *.cfg)

The Phonebook format used on the WorkCentre 450c, WorkCenter 250, and Xerox 3006.

- Delimited text files (.txt)

A tab must separate (delimit) each field on a line and a carriage return must separate each line. Format the file as shown:

Field 1 Speed dial number

Field 2 Individual (1) or group (2)

Field 3 Individual or group name

Field 4 Fax number

Field 5 Dial later (number of minutes after 12:00 am)

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Field 6 Fax speed (0=4800, 1=9600, 2=14400)

Field 7 Group members (individual speed dial numbers, each separated by a comma)

Note For an individual entry, fields 3, 5, and 6 are optional and field 7 is not required. For a group entry, fields 4, 5, and 6 are not required. If you omit one or more fields on a line, be sure to include a tab for each field that precedes a field containing information.

For example (the ® character represents a tab):

01®1®Denise Franks®3247594

02®1®Jane Brown®3245962®®1

03®1®Taylor Jones®3248835®60®1

95®2®Engineering®®®®01,02.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. On the Phonebook property page, click Open File.
4. In the warning box, do **one** of the following:
 - If the currently displayed Phonebook is saved to a file, click Yes to open another Phonebook.

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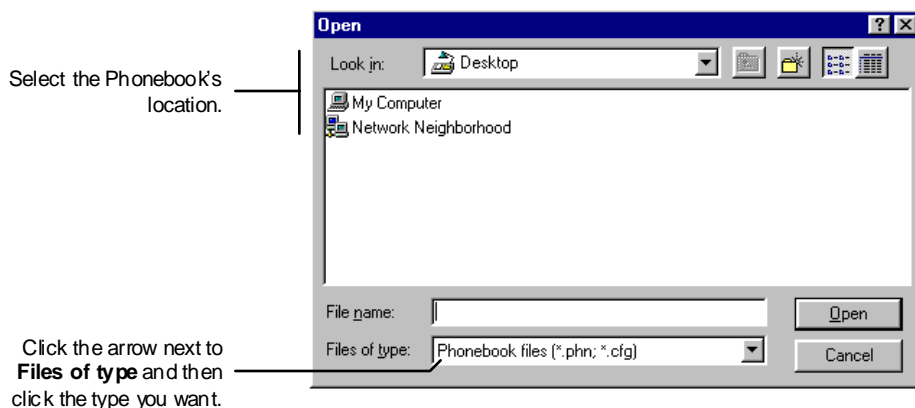
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- If you have not saved the currently displayed Phonebook, click No. Save your Phonebook using the procedure described in “Saving a Phonebook file to your PC” earlier in this chapter.

The Open dialog box displays.



5. Click the arrow next to **Files of type** and click one of the following formats:
 - Phonebook files (*.phn; *.cfg) to open a Phonebook saved in Phonebook format.
 - Delimited text files (*.txt) to open a text file that contains Phonebook information.
6. In the **Look in** box, select the location for the saved Phonebook.

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7. Click Open.

The Phonebook property page displays the entries from the Phonebook you opened.

Printing a Phonebook of speed dial entries

You can print a Phonebook report that includes the information about the individual and group speed dial entries you created.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Reports tab.

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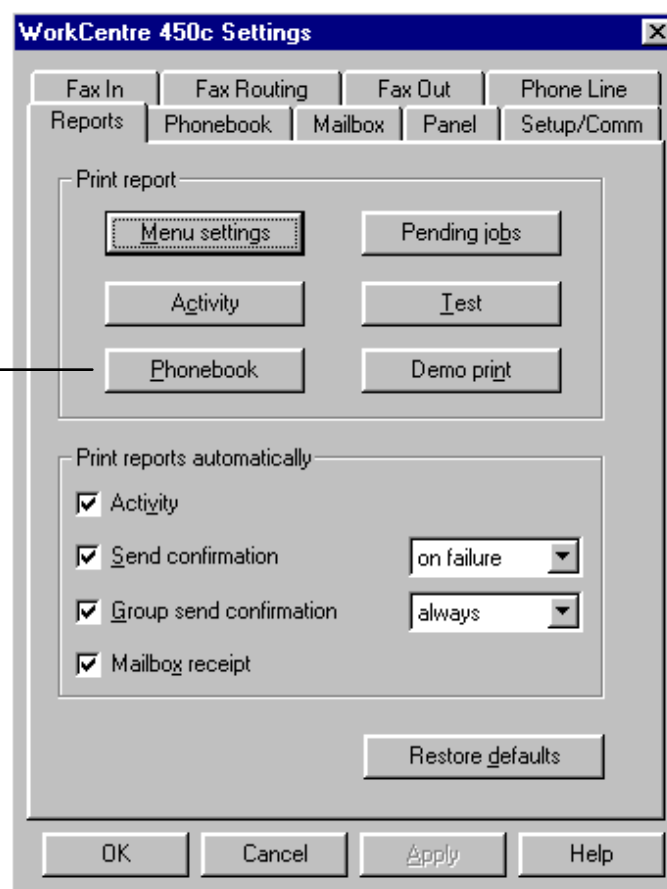
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4. Click the Phonebook button.

Click Phonebook to
print the report.



5. In the confirmation box, click Yes.

Note You can also print a Phonebook using the WorkCentre menus.

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Receiving Faxes

Faxes sent to the WorkCentre are either printed, stored to the WorkCentre's memory, received in a mailbox, or, if you are using a PC fax application, stored to your PC.

Receiving an incoming fax

The WorkCentre is set to automatically print incoming faxes. However, incoming faxes will not print under these conditions:

- Paper jam
- Lack of paper or ink supply
- WorkCentre is busy printing
- You set the WorkCentre to receive faxes to memory

If the WorkCentre cannot print a fax, it will automatically try to store the fax to memory, unless there isn't enough memory to receive the fax, or the **If cannot print** option is set to **do not answer**.

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Receiving a fax to memory

To keep your faxes confidential, you can receive them to memory. However, you should print the faxes as soon as possible to free up memory so you can continue receiving faxes. The following section “Printing a fax stored to memory” explains how to print stored faxes.

The WorkCentre notifies you when memory is full by displaying a message on the control panel LCD or printing a Memory Full report.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Setup/Comm tab.
4. Click **Enable security** and then click the Apply button.
5. In the Set Security Password dialog box, type a four-digit password in the **Password** box and click OK.



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6. Click the Fax In tab.
7. Under **Receive**, click **To memory**.
8. Click OK.

Printing a fax stored to memory

You should print a fax stored to memory to free up memory on the WorkCentre. After you print the fax, it is deleted from memory.

1. At the WorkCentre 450c, press the MENU key.
2. Press 4 [Fax Mail] and ENTER.
3. Press ENTER to select [Print memory doc].
4. Enter your four-digit security password and press ENTER.

The WorkCentre prints the fax and deletes it from memory.

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Manually receiving a fax

If you are receiving both fax and voice calls on the same telephone line and the **Answer mode** is set to **manual**, you will answer both telephone and fax calls on the same line.

1. Pick up your telephone handset to answer the incoming call. The control panel LCD displays:

Press START
to send or receive

2. At the WorkCentre 450c, press the START key.
3. Hang up the telephone.

The WorkCentre receives the incoming fax.

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Receiving confidential faxes in mailboxes

Mailboxes provide the ability to receive confidential faxes that only the mailbox user can access. When the WorkCentre receives a fax in a mailbox, it stores the fax to memory and prints a Mailbox Receipt report. After you're notified of receiving a fax, you should print it to free up memory.

To receive faxes in a mailbox, you need to provide your mailbox number to other fax senders. You'll need to enter your mailbox password to retrieve your faxes from the mailbox.

To send a fax to a mailbox, see the section "Sending a fax to a mailbox on a remote WorkCentre 450c."

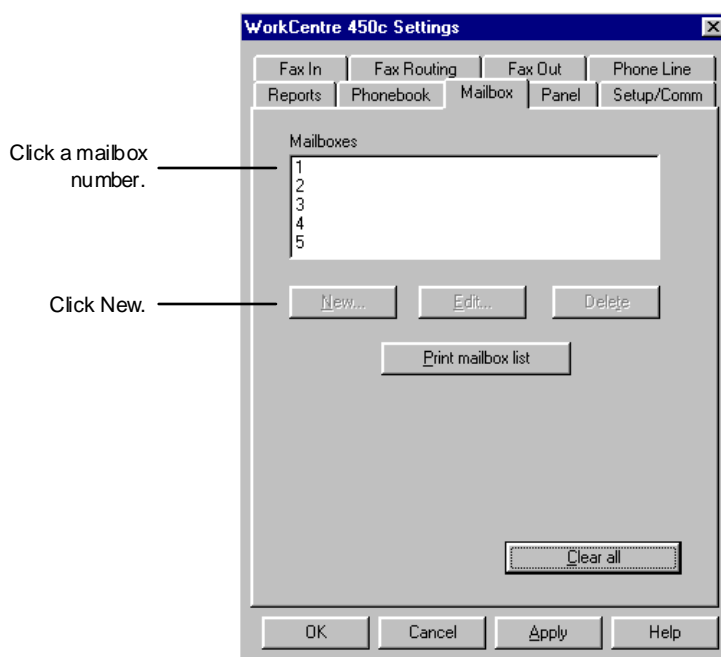
Note If you share the WorkCentre with other users, you can enable security to prevent users from creating, editing, and deleting mailboxes.

Creating a mailbox

You can easily create mailboxes on the WorkCentre using the ControlCentre software on your PC.

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1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Mailbox tab.



4. Do **one** of the following:
 - Double-click an unassigned mailbox number.
 - Click an unassigned mailbox number and click New.
5. In the Mailbox dialog box, type the user's four-digit password and name, and then click OK.

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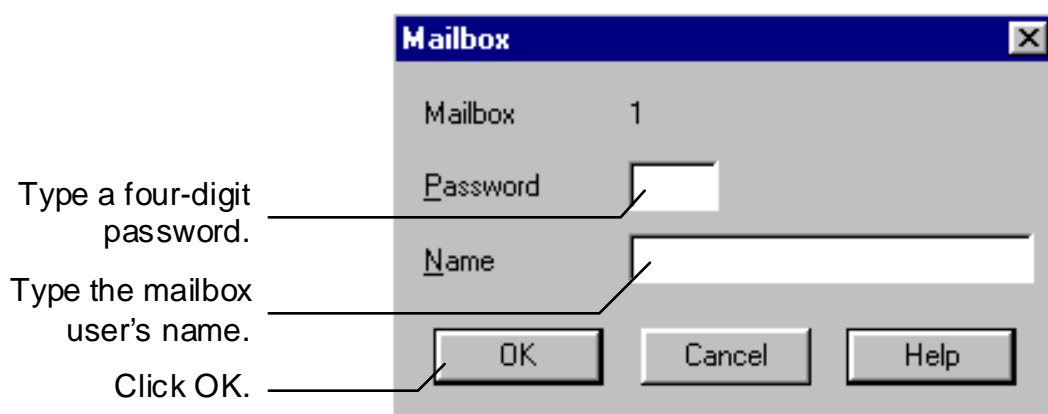
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Note If you enabled security, do not use your security password.



6. Do **one** of the following:

- Click OK to create the mailbox on the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to create the mailbox on the WorkCentre and keep the WorkCentre 450c Settings window open.

Note You can also create mailboxes using the WorkCentre menus.

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Printing the faxes received in a mailbox

To obtain paper copies of your faxes and free up WorkCentre memory, you should print the contents of a mailbox. The WorkCentre deletes the faxes after they're printed.

1. At the WorkCentre 450c, press the **MENU** key.
2. Press **4** [Fax Mail] and **ENTER**.
3. Press **2** [Mailboxes] and **ENTER**.
4. Press **ENTER** to select [Print contents].
5. Enter the mailbox password and press **ENTER**.

The faxes stored in the mailbox begin printing.

Storing a document in a mailbox

You can store a document in a mailbox so a remote fax user can retrieve the document when needed.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. Press the **START** key.
3. Press **ENTER** to select [mailbox retrieve].
4. Enter the mailbox number and press **ENTER**.
5. Press **START**.

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Deleting the contents of a mailbox

If you don't want to print the faxes stored to a mailbox, you can clear the mailbox. Clearing a mailbox deletes all of the faxes and documents stored to it, and frees WorkCentre memory.

1. At the WorkCentre 450c, press the **MENU** key.
2. Press **4** [Fax Mail] and **ENTER**.
3. Press **2** [Mailboxes] and **ENTER**.
4. Press **3** [Clear mailbox] and **ENTER**.
5. Enter the mailbox password and press **ENTER**.
6. Press **ENTER** to confirm.

The WorkCentre sounds a confirmation beep.

7. Press **STOP** to exit the menus.

Deleting a mailbox

If you no longer need a mailbox, you can delete it. Before deleting a mailbox, you must delete its contents. The previous section, "Deleting the contents of a mailbox," describes how to delete the documents stored in a mailbox.

1. At your PC, double-click the WorkCentre icon.

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2. In the WorkCentre 450c Status window, click Settings.
3. Click the Mailbox tab.
4. In the **Mailboxes** box, select the mailbox you want to delete.

Note To delete all the mailboxes at once, click Clear All.

5. Click Delete.
6. Click Yes to confirm the deletion.
7. Do one of the following:
 - Click OK to delete the mailbox from the WorkCentre and close the WorkCentre 450c Settings window.
 - Click Apply to delete the mailbox from the WorkCentre and keep the WorkCentre 450c Settings window open.

Note You can also delete mailboxes using the WorkCentre menus.

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Printing a list of mailboxes

If you want to keep a printed record of the mailboxes created on the WorkCentre, you can print the information. If security is enabled, the mailbox list includes the user's password. If security is not enabled, asterisks print instead of the password. To enable security, see "Enabling security" later in this chapter.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Mailbox tab.

Click Print Mailbox List to print the list of mailboxes on the WorkCentre.



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4. Click Print Mailbox List.
5. In the confirmation box, click Yes.

Note You can also print a mailbox list using the WorkCentre menus.

Editing a mailbox

You can change both the name and password assigned to a mailbox.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Mailbox tab.
4. Do **one** of the following:
 - Double-click the mailbox you want to edit.
 - Click the mailbox you want to edit and click Edit.
5. In the Mailbox dialog box, make the changes you want and then click OK.
6. Do **one** of the following:
 - Click OK to change the mailbox on the WorkCentre and close the WorkCentre 450c Settings window.

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- Click Apply to change the mailbox on the WorkCentre and keep the WorkCentre 450c Settings window open.

Retrieving your faxes and printing them on another fax machine

When you're away from the WorkCentre, you can retrieve your faxes remotely. Using a touch-tone telephone, you can retrieve the faxes stored to memory or in a mailbox and print them on the fax machine near you.

If you are retrieving the faxes from a telephone connected to a fax machine, you can print the faxes during the same call. If the fax machine is not connected to the telephone from which you're calling, the WorkCentre calls the fax machine you specify and sends the faxes.

Retrieving your faxes using the telephone connected to the remote fax machine

1. Lift the telephone handset and wait for a dial tone.
2. Dial your WorkCentre's fax number.

After the WorkCentre answers, you hear a fax tones.

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3. When you hear a pause in the tone sequence, press # and wait for three confirmation tones.
4. Press **3#.
5. Do **one** of the following:
 - If you're retrieving faxes from your mailbox, press your mailbox password and ##.
 - If you're retrieving the faxes stored to memory, press the password used to enable security and ##.For example, the complete key sequence is:
#3#password##**
6. By default, the WorkCentre deletes the fax after it's sent. To change the default, press **one** of the following:
 - **1** to save the fax on your WorkCentre after transmission.
 - **2** to print the fax on your WorkCentre, then delete it after transmission.
7. Remain on the line until you hear three beeps, which means the WorkCentre received your request, and then press the **START** key on the fax machine.
8. Hang up the telephone.

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Retrieving your faxes using a telephone not connected to the remote fax machine

1. Lift the telephone handset and wait for a dial tone.
2. Dial your WorkCentre's fax number.
After the WorkCentre answers, you hear a fax tone sequence.
3. When you hear a pause in the tone sequence, press # and wait for three confirmation tones.
4. Press **4#.
5. Do **one** of the following:
 - If you're retrieving faxes from your mailbox, press your mailbox password and #.
 - If you're retrieving the faxes stored to memory, press the password used to enable security and #.
6. Dial the fax number of the machine you want the faxes sent to and press ##.

For example, the complete key sequence is as follows:
#**4#password#fax number##

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7. By default, the WorkCentre deletes the fax after it's sent. To change the default, press **one** of the following:
- **1** to save the fax on your WorkCentre after transmission.
 - **2** to print the fax on your WorkCentre, then delete it after transmission.

Remain on the line until you hear three beeps, which means the WorkCentre received your request, and then hang up the telephone.

Automatically forwarding your faxes

When you're away from the WorkCentre, you can have your faxes automatically forwarded to a fax machine near you. This lets you continue to receive your faxes regardless of where you're located. You can set up fax forwarding at the WorkCentre or from a remote location.

Setting up fax forwarding at the WorkCentre

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Setup/Comm tab.

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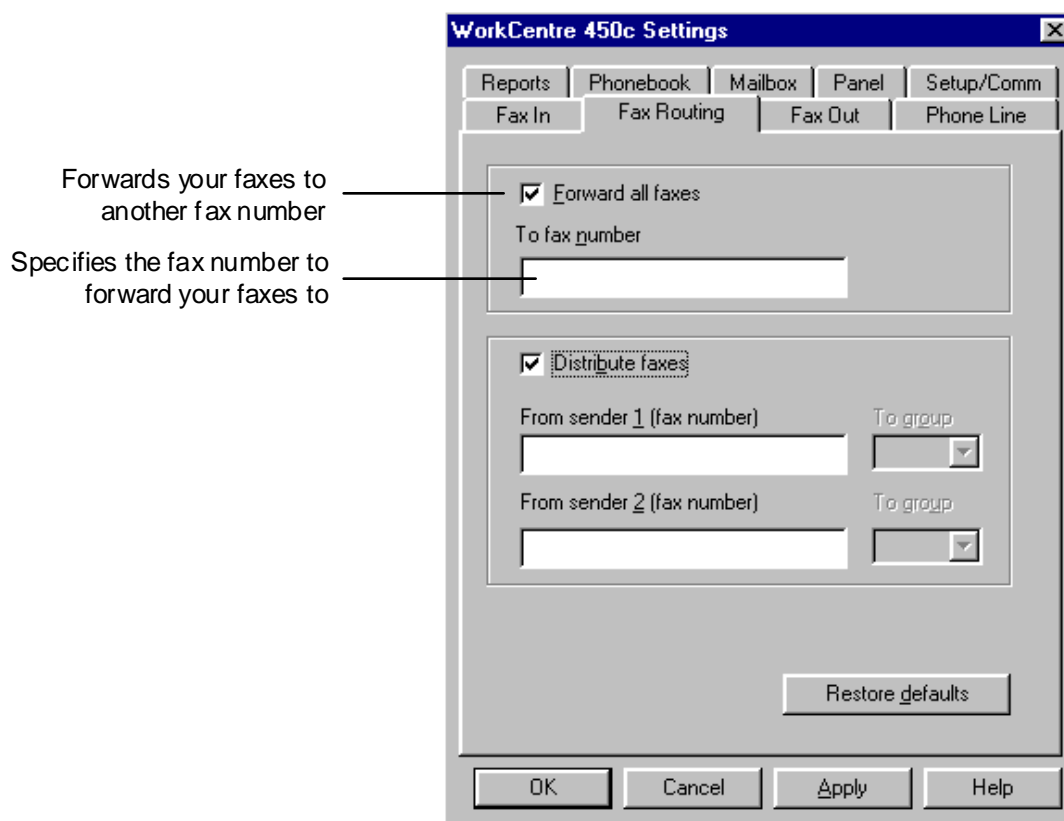
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4. Click **Enable security** and then click the Apply button.
5. In the Set Security Password dialog box, type a four-digit password and click OK.

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6. Click the Fax Routing tab.



7. Click **Forward all faxes**.

8. In the **To fax number** box, type the fax number you want your faxes sent to.

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9. Do **one** of the following:

- Click OK to change the options at the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre 450c Settings window open.

Using fax forwarding from a remote location

If you're away from your WorkCentre and you didn't set up fax forwarding, you can set up the feature if security is enabled on your WorkCentre and you have access to a touch-tone telephone.

Setting up fax forwarding from a remote location

Use this procedure to set up fax forwarding for the first time and to specify a new fax number as your location changes.

1. Lift the telephone handset and wait for a dial tone.
2. Dial your WorkCentre's fax number.

After the WorkCentre answers, you hear the fax tones.

3. When you hear a pause in the tone sequence, press # and wait for three confirmation tones.
4. Press **7#.

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5. Press your four-digit security password and #.
6. Press the fax number you want your faxes forwarded to and ##.
7. Remain on the line until you hear three beeps, which means the WorkCentre received your request, and then hang up the telephone.

The WorkCentre deletes the fax after it's sent.

Turning off fax forwarding from a remote location

You can turn off fax forwarding when you'll no longer be near a fax machine. When you turn off fax forwarding, the WorkCentre either prints your faxes or stores them to memory, depending on the **Receive** option setting.

Note If the **Receive** option is set **To memory**, you should retrieve your faxes as soon as possible to free up memory.

1. Lift the telephone handset and wait for a dial tone.
2. Dial your WorkCentre's fax number.
After the WorkCentre answers, you hear the fax tones.
3. When you hear a pause in the tone sequence, press # and wait for three confirmation tones.

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4. Press ****5#**.
5. Press your four-digit security password and **##**.
6. Remain on the line until you hear three beeps, which means the WorkCentre received your request, and then hang up the telephone.

Turning on fax forwarding from a remote location

If you turned off fax forwarding, you can easily turn it on again. The WorkCentre will forward your faxes to the last fax number specified for fax forwarding.

1. Lift the telephone handset and wait for a dial tone.
2. Dial your WorkCentre's fax number.

After the WorkCentre answers, you hear a fax tone sequence.

3. When you hear a pause in the tone sequence, press **#** and wait for three confirmation tones.
4. Press ****6#**.
5. Press your four-digit security password and **##**.
6. Remain on the line until you hear three beeps, which means the WorkCentre received your request, and then hang up the telephone.

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Distributing copies of your faxes to a Phonebook group

You can distribute copies of the faxes received from up to two fax numbers to a Phonebook group. To use this feature, make sure your Phonebook includes the group entry you want to use.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.

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3. Click the Fax Routing tab.

WorkCentre 450c Settings

Reports Phonebook Mailbox Panel Setup/Comm
Fax In Fax Routing Fax Out Phone Line

☒ Forward all faxes
To fax number
[Text Box]

☒ Distribute faxes

Distributes your faxes to a Phonebook group

Specifies the sender's fax number

Specifies the speed dial group to distribute the faxes to

From sender 1 (fax number) [Text Box] To group [Dropdown]
From sender 2 (fax number) [Text Box] To group [Dropdown]

Restore defaults

OK Cancel Apply Help

4. Click **Distribute faxes**.

5. Enter a fax number in the **From sender (fax number)** box and the group speed dial number in the **To group** box.

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Note To verify that the sender's fax number is the same as the number the WorkCentre receives, select **Include receive header** on the Fax In property page and have the sender fax you a document. Enter the fax number printed on the fax header in the **From sender (fax number)** box.

6. Do one of the following:

- Click OK to change the options at the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre 450c Settings window open.

Retrieving documents from another fax machine to the WorkCentre

You can retrieve a document that is stored in another fax machine's memory. This capability, called *polling* or *poll in*, lets you and other fax users retrieve the same fax from the remote fax machine, and pay for the cost of the fax call.

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1. At the WorkCentre 450c, enter the fax number of the remote machine and press the **START** key.
2. Press **START** again.
3. Do **one** of the following:
 - If a password is not required, press **ENTER**.
 - If a password is required, press **RIGHTARROW** and **ENTER**. Type the password and press **ENTER**.
4. Press **START**.

Receiving faxes to your PC

The WorkCentre 450c provides a CCITT-compatible Class 2 interface for sending and receiving fax documents using your PC. To use the WorkCentre as a fax modem for your PC, a fax application must be installed on your computer.

If you are running Windows 95, you can install Microsoft Fax or Symantec Winfax Pro 7.5. If you are running Windows 3.1/3.11, install Symantec WinFax Lite 4.0 (provided with the WorkCentre 450c) or Symantec WinFax Pro 4.0.

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Setting up Microsoft Fax to receive faxes from your PC

5. By default, the WorkCentre is set to receive incoming faxes. Before you can receive fax a document using Microsoft Fax, you need to start Microsoft Exchange and set up your modem properties.

Note: If you experience problems using your current version of Microsoft Fax, you can download Windows Messaging (a newer version of Microsoft Exchange) from the Microsoft Web site:

<http://www.microsoft.com>

1. Click the Start button, point to Programs, and then click Microsoft Exchange. The Inbox window for Microsoft Exchange opens.
2. Click Tools, point to Microsoft Fax Tools, then click Options.
3. Click the Modem tab.

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4. In the Available Fax Modems box, click Xerox WC450c Class 2 Fax Modem and then click the Properties button. The Fax Modem Properties dialog box opens.
5. In the Answer Mode box, click one of the following:
 - **Answer after # rings.** Microsoft Fax receives a fax after the number of rings you specify. Be sure to set Microsoft fax to answer the call one to two rings before the WorkCentre is set to answer the call.
 - **Manual.** You have a telephone attached to the WorkCentre and you will answer all calls.
 - **Don't answer.** The WorkCentre 450c receives all your incoming faxes.

Note The WorkCentre 450c supports MR compression. However, the Enable MR compression option in the Microsoft Fax Advanced dialog box does not work.

6. In the Fax Modem Properties dialog box, Click OK, then click OK on the Modem Properties page.

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7. Do not Exit the Inbox. Microsoft Exchange must be running to receive faxes to your PC.

Note Do not use the Microsoft Fax Request a Fax wizard to retrieve a document from a remote fax machine. This capability is an optional feature for Class 2 modems. The WorkCentre 450c does not support this feature.

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Changing the default settings for receiving faxes

Using the ControlCentre software on your PC, you can easily change the default settings for receiving faxes.

The WorkCentre 450c is configured with the following factory default settings

	Option	Default setting
Phone Line Answer Options	Answer mode	Automatic
	Rings to answer	1
	Distinctive ring	No
	Pick-up code	No
Fax In Options	Include receive	Yes
	Receive	To print
	If cannot print	Receive to memory
	Reduce	Reduce to fit
Printer	Loaded paper size	Letter
	Fax/copy quality	Fast

Note You can also change the default settings using the WorkCentre menus.

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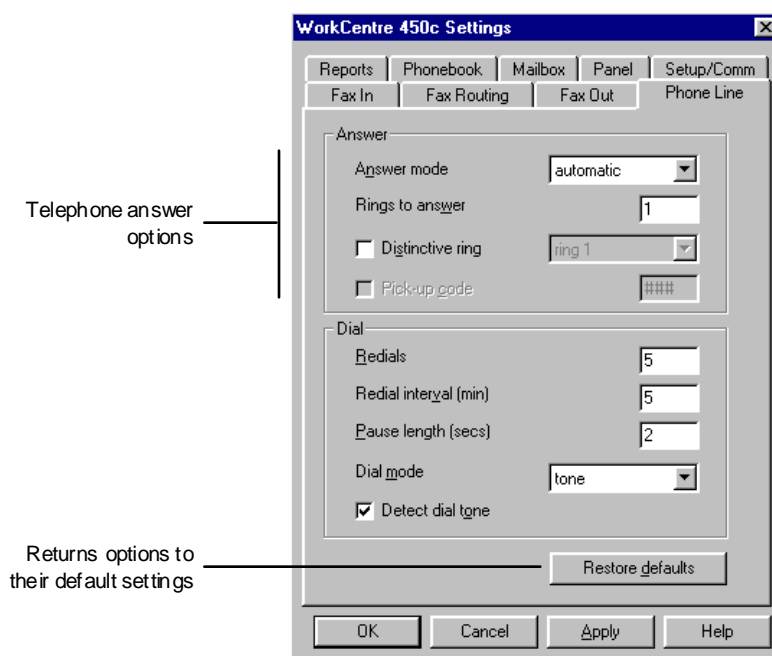


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Changing telephone line answer options

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Phone Line tab.



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4. Change the defaults for any of these options:

Answer mode

Specifies how the WorkCentre answers a fax. Options include:

- automatic

You are using a telephone number for fax communication only (no voice calls). The WorkCentre answers the call after the number of rings entered in the **Rings to answer** box.

- manual

You are using the same telephone number for both voice and fax calls and you will answer all calls. See “Manually receiving a fax” earlier in this chapter for information on how to manually receive a fax.

- answering machine

You are using the same telephone number for both voice and fax calls and your answering machine will answer your phone calls. Make sure your answering machine is set to answer the call within one to four rings. The WorkCentre automatically answers a fax call after five rings.

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Distinctive ring

If your telephone company offers a distinctive ring service, you can have multiple telephone numbers on the same phone line. The telephone company provides a distinctive ring pattern for each telephone number so you can distinguish which number is receiving a call. If you are using this service, select a distinctive ring pattern for the WorkCentre that is different from your telephone's ring pattern.

Pick-up code

If you set the **Answer mode** to **answering machine**, you can specify the three-digit code used to switch between voice and fax communication on the same telephone line. The code can consist of numbers (0-9), and the asterisk (*) and pound (#) characters. Choose a code not in use elsewhere in your phone system.

You can use the pick-up code in two ways. First, when you answer your telephone on an extension line and you hear fax tones, enter the pick-up code to activate the WorkCentre to receive the fax. Second, callers can send you a fax instead of leaving you a voice message by entering your pick-up code to

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activate the WorkCentre. You need to inform callers of your pick-up code in your telephone answer message.

5. Do **one** of the following:

- Click OK to change the options at the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre 450c Settings window open.

Note To use the factory defaults, click the Restore Defaults button.

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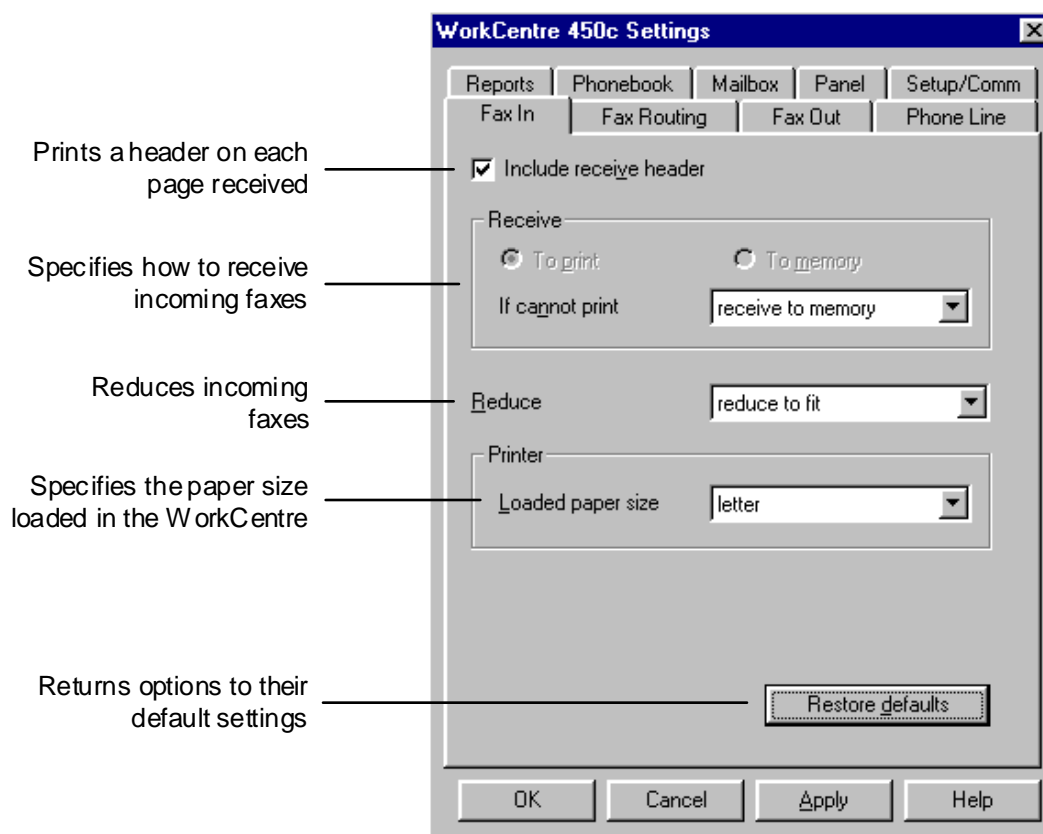
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Changing the fax in options

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.
3. Click the Fax In tab.



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4. Change the defaults for any of these options:

Include receive header

Prints the date and time the fax is received, the number sending the fax, your fax name (if specified) or your fax number, and the page number at the top of each page received.

Receive

Specifies how the WorkCentre receives the fax, either **To print** or **To memory**. If you choose to receive your faxes to memory, you'll need to print them as soon as possible to free up memory.

Note To receive faxes to memory, you must click **Enable security** on the Setup/Comm property page. See "Enabling security" later in this chapter.

If cannot print

Instructs the WorkCentre to either **receive to memory** or **do not answer** when it's unable to print. For example, the WorkCentre could be out of paper or ink.

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Reduce

Reduces the size of the incoming fax. Options include: **reduce to fit, none (100%), legal > letter (75%), legal > A4 (80%), A4 > letter (90%), and 95%.**

Loaded paper size

Specifies the paper loaded in the WorkCentre: **letter, legal, or A4.** Be sure the corresponding paper size is loaded in the WorkCentre. Otherwise, your faxes may not print completely.

5. Do **one** of the following:

- Click OK to change the options at the WorkCentre and close the WorkCentre 450c Settings window.
- Click Apply to change the options at the WorkCentre and keep the WorkCentre 450c Settings window open.

Note To use the factory defaults, click the Restore Defaults button.

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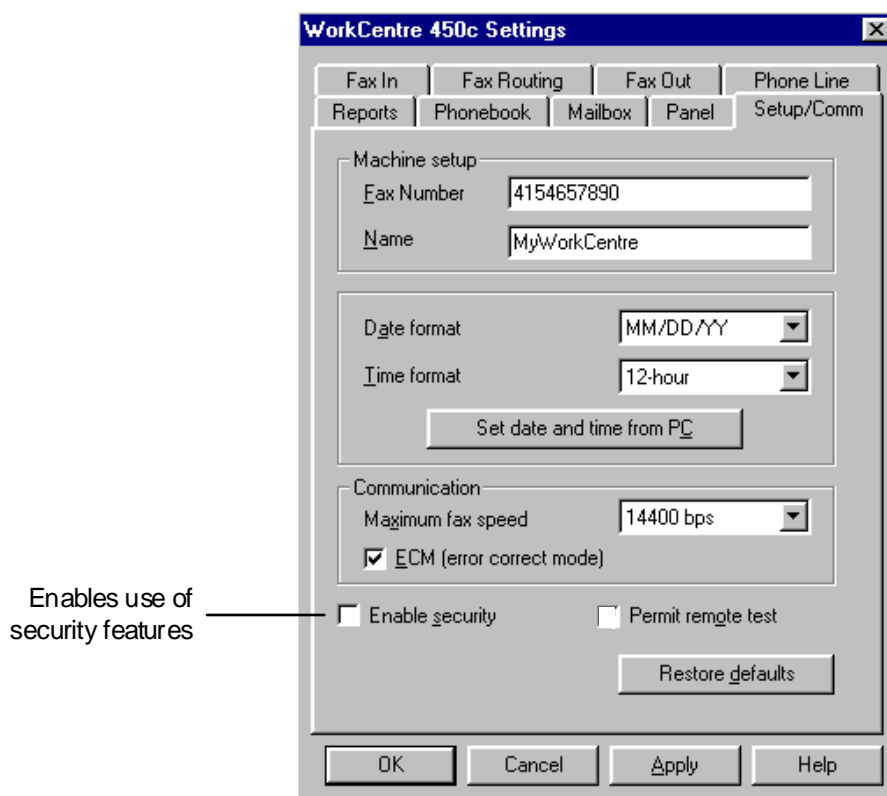
Enabling security

You need to select the **Enable security** option if you want to receive your faxes to memory and forward your faxes to another fax machine. After you enable security, you must to enter your password each time you click Settings in the WorkCentre 450c Status window and when you use secure features at the WorkCentre.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Settings.

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- Click the Setup/Comm tab.



- Click **Enable security**.
- Click OK.
- In the Set Security Password dialog box, type a four-digit password in the **Password** box. If you created a mailbox on the WorkCentre, do not use your mailbox password.

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Note Record the password used, as you will need to enter it to use secure features.

7. Click OK.

If you want to change your password, click **Enable security** on the Setup/Comm property page to remove the check mark and click Apply. Click **Enable security**, click OK, and then type a new password in the Set Security Password dialog box.

Changing fax quality

The WorkCentre is set to print incoming faxes at fast speed. You can change the fax speed to print faxes at a slower speed with higher quality results.

1. At the WorkCentre 450c, press the MENU key.
2. Press 6 [Printer] and ENTER.
3. Press 3 [Fax/copy quality] and ENTER.
4. Press RIGHT ARROW to display [normal] and ENTER. The WorkCentre sounds a confirmation beep.
5. Press STOP to exit the menus.

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Checking the status of your fax jobs

You can view the status of your fax jobs on the control panel LCD or the LCD display in the WorkCentre Status window. The WorkCentre displays active jobs first, then pending jobs.

1. At the WorkCentre control panel, press the **JOB STATUS** key. If you have an active job, its status displays on the LCD.
2. If you have more than one active job, press the **JOB STATUS** key to display the status of each job. At the end of the active jobs list, the LCD displays:
Pending jobs list ->
STOP to cancel job
3. To display the status of each pending fax job, do one of the following:
 - Press the **JOB STATUS** key.
 - Press the **RIGHT ARROW** key.
4. To print the first page of the pending fax job displayed on the LCD, press the **START** key.

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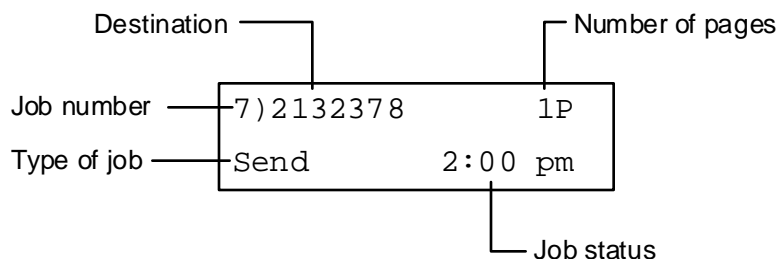
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The information that displays on the LCD for a pending fax varies, depending on the type of job and the details about the job. In the example below, the LCD shows the status for a fax to be sent at a later time.



The information displayed on the LCD varies, depending on the type of fax job and the details about the job. In the example below, the LCD shows the status for a fax to be sent at a later time.

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The information displayed on the LCD about incoming and outgoing faxes can include:

Item	Description
Job number	The number the WorkCentre assigns to the job.
Destination	Outgoing fax Individual name or fax number Group name or number Number of fax numbers, if you're sending the fax to more than one fax machine Mailbox number Fax number of the machine from which to retrieve a stored document (poll or poll in)
Destination	Incoming fax Fax number of the machine sending the fax
Number of pages	If available, total number of pages to be sent
Type of job	Outgoing fax Send Mailbox <i>nn</i> (fax stored to a mailbox) Be polled (document stored for remote retrieval) Incoming fax

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Item	Description
	Receive Poll (retrieving a document from a remote fax machine)
Job status	Outgoing fax Pending (queued for dialing) Redial (waiting to redial) Stored (waiting to print or be retrieved) <i>HH:MM am/pm</i> (waiting to be faxed at a later time)
	Incoming fax Stored (waiting to be polled)

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Canceling a fax job

You cancel a fax job at the WorkCentre.

1. At the WorkCentre control panel, press the **JOB STATUS** key.
2. Do one of the following:
 - Press the **RIGHT ARROW** key until the job you want to cancel displays.
 - Press the **JOB STATUS** key until the job you want to cancel displays.
3. Press **STOP**.
4. If a password is required, type the password and press **ENTER**.
5. Press **ENTER** to confirm that you want to cancel the job.

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Printing Documents

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The WorkCentre provides high quality color and black-and-white printing. You can print on a range of media, including plain paper, transparency film, and envelopes. On-screen ink level gauges enable you to easily monitor your ink supply.

Printing guidelines

Before printing documents on the WorkCentre, review the following guidelines.

Set the WorkCentre as your default printer

If you didn't set the WorkCentre as your default printer during software installation, you'll want to set it as your default printer to have your documents automatically print on the WorkCentre.

- In Windows 95, click the Start button, point to Settings, and then click Printers. Double-click the Xerox WorkCentre 400c Series icon, click Printer, and then click Set as Default.
- In Windows 3.1/3.11, double-click the Print Manager icon. Click Xerox WorkCentre 400c Series, click Printer, and then click Set Default Printer.

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Choose and load media

For a list of the types of media you can use for printing and media loading instructions, see Chapter 5, "Copy." For instructions on how to load envelopes in the WorkCentre, see "[Loading envelopes](#)" later in this chapter.

Understand the print modes

You can press the MODE key several times to switch among the options:

Print & fax	To print documents and receive faxes.
Printer only	To print documents from your PC. Faxes received at the WorkCentre are stored to memory.
Offline	To disable the printer.

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Printing a document

You print a document on the WorkCentre from a Windows application. The WorkCentre prints one-sided pages within these margins:

Left:	5 mm	Top:	5 mm
Right:	5 mm	Bottom:	12.7 mm

1. At your PC, open the document you want to print.
2. On the File menu, click Print.

Note If you are using Windows 95, you can also drag the icon for your document onto a printer shortcut icon on your desktop. See your Windows 95 documentation for information on creating shortcuts.

3. In the Print dialog box, choose the options you want and click OK.

The WorkCentre 400c Series Status window and Spool Manager display on the Windows taskbar or desktop. You can open the Status window to view the status of the current print job or open the Spool Manager to view the print queue.

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Setting printer options

Before you print a document, you can change the size and orientation of the document, select the printing media, and set the print quality. The settings you choose are used until you change them.

Note Some applications may override any of the options you choose.

1. At your PC, do one of the following:
 - From the application's File menu, click Print. In the Print dialog box, click Properties (or Setup).
 - Double-click the WorkCentre icon. In the WorkCentre 450c Status window, click Printer. The Main Controls property page displays (see following page).

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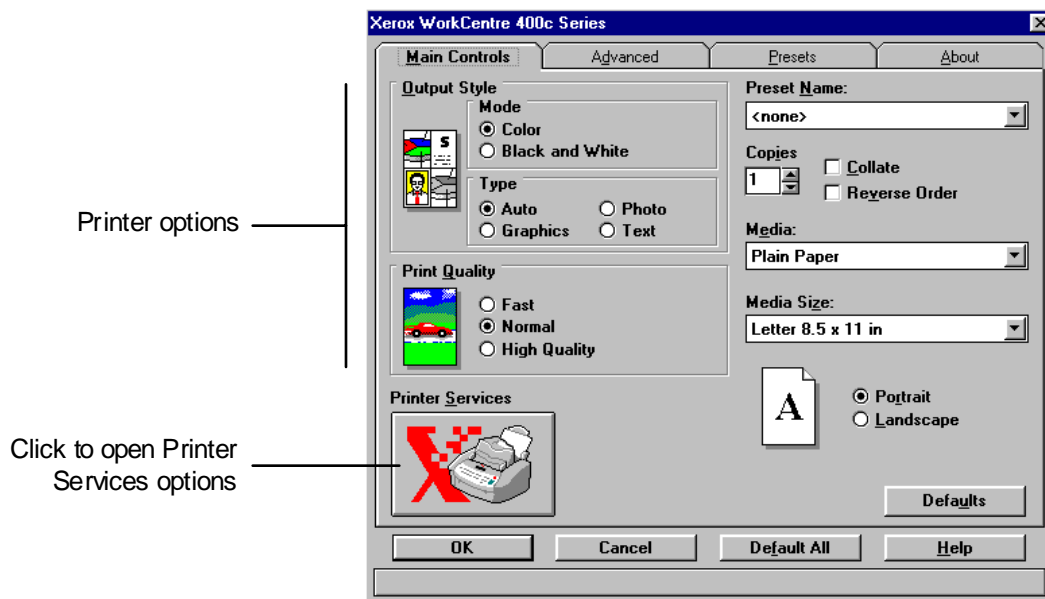
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2. Change the defaults for any of these options:

Mode

Prints the document in **Color** or **Black and White**. To print in color, the color print head and ink cartridges must be installed in the WorkCentre. To print in black and white, either the color print head and cartridges or the high capacity ink jet cartridge can be installed.

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Type

Selects the image quality to use based on the contents of the document. Options are **Auto**, **Photo**, **Graphics**, and **Text**.

Print quality

Sets printing at different speed and print quality combinations. **Fast** uses the fastest speed appropriate for the selected media, **Normal** provides letter quality printing, and **High Quality** provides high quality printing at a slower speed.

Preset name

Loads a file with predefined printer settings. Select **none** if you don't have a file of predefined settings. See "Saving printer options to a preset file," later in this chapter, for more information.

Copies

Specifies the number of copies to print, from 1 to 99.

Collate

Arranges, in sequential order, multiple copies of the same document.

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Reverse order

Prints the document from last page to first page.

Media

Specifies the type of paper used for printing.

Media size

Sets the paper size used for printing.

Portrait or Landscape

Sets the paper orientation.

3. Click OK.

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Setting advanced image quality options

You can control advanced image quality features, including image brightness and halftone printing.

1. At your PC, do one of the following:
 - From the application's File menu, click Print. In the Print dialog box, click Properties (or Setup).
 - Double-click the WorkCentre icon. In the WorkCentre 450c Status window, click Printer.
2. Click the Advanced tab to display the Advanced property page (see following page).

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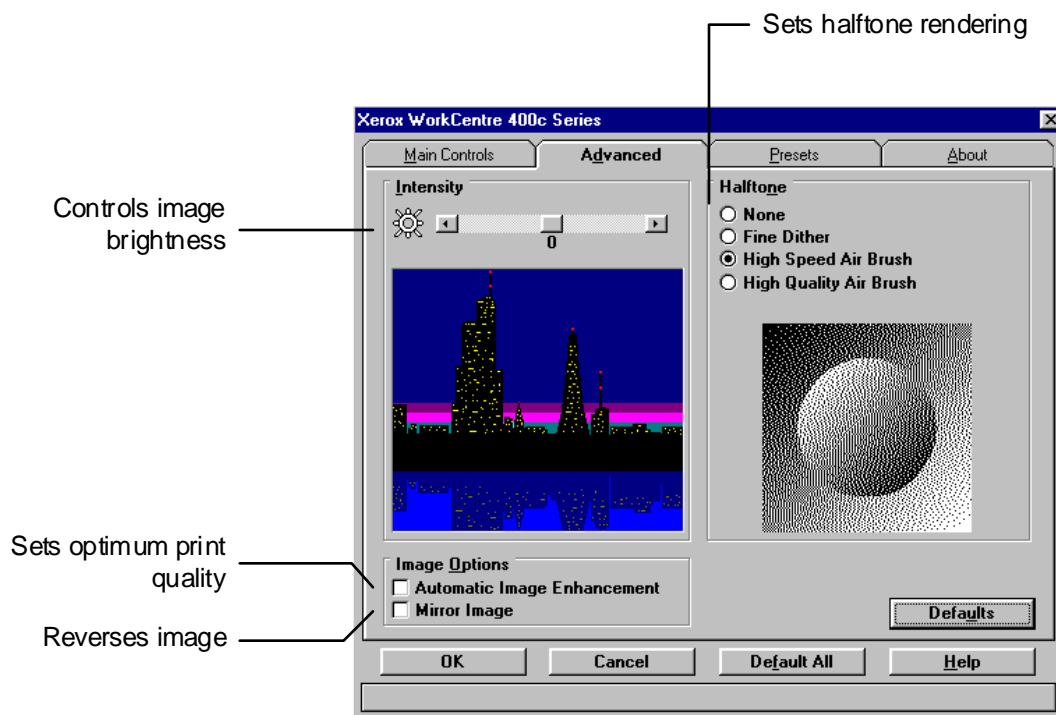
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3. Change the defaults for any of these options:

Intensity

Adjusts the image brightness, by darkening or lightening text and graphics.

Automatic image enhancement

Sets optimum print quality for pictures and photographs.

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Mirror image

Reverses the image from left to right for special applications such as transfer media.

Halftone

Sets the halftone rendering. Use **None** to print solid colors and black, **Fine Dither** for business graphics such as pie charts and bar graphs, **High Speed Air Brush** for pictures and photographs with the best combinations of quality and speed, and **High Quality Air Brush** for high quality pictures and photographs.

4. Click OK.

Using preset files

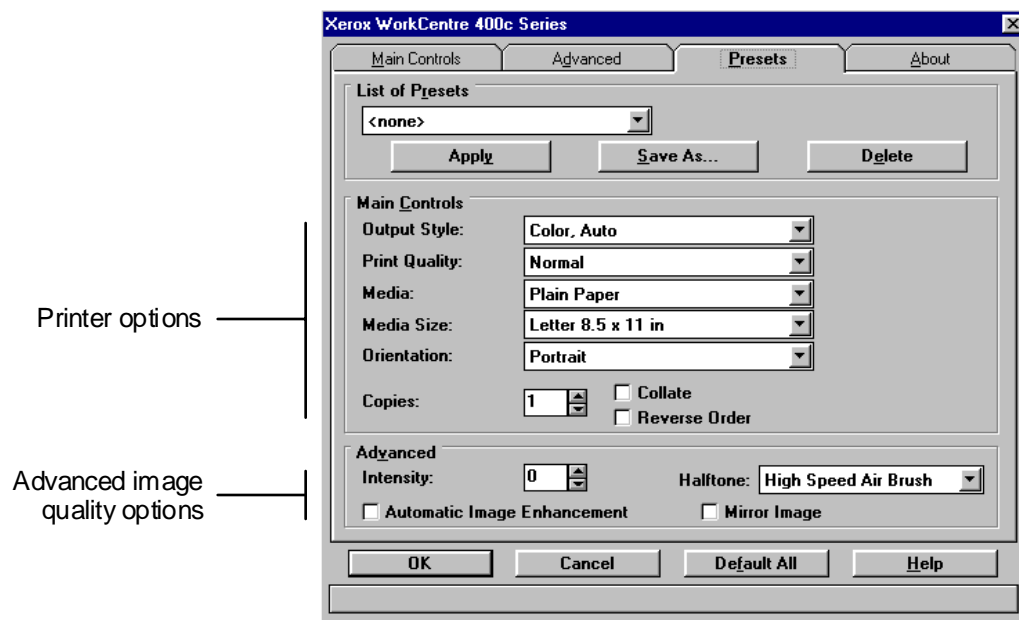
You can save your printer options to a file called a *preset*. You can later open the saved preset file and use the predefined printer options for a print job.

Using preset files eliminates specifying printer options for each type of print job. For example, you can create a preset file that defines the options for printing color transparencies and use the file each time you print color transparencies.

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Saving printer options to a preset file

5. You can save printer and advanced image quality options to a preset file.
 1. At your PC, do one of the following:
 - From the application's File menu, click Print. In the Print dialog box, click Properties (or Setup).
 - Double-click the WorkCentre icon. In the WorkCentre 450c Status window, click Printer.
 2. Click the Presets tab to display the Presets property page.



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3. Under **Main Controls** and **Advanced**, set the options you want. Refer to the sections “Setting printer options” and “Setting advanced image quality options” for information on the options.
4. Click Save As.
5. In the Save As dialog box, type a name in the **Preset name** box and click OK.
6. Click OK.

Editing the printer options defined in a preset file

You can change any of the options defined in a preset file.

1. At your PC, do **one** of the following:
 - From the application’s File menu, click Print. In the Print dialog box, click Properties (or Setup).
 - Double-click the WorkCentre icon. In the WorkCentre 450c Status window, click Printer.
2. Click the Presets tab.
3. Select the preset file you want to edit from the List of presets.
4. Under Main Controls and Advanced, change the options you want.

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Refer to the sections "Setting printer options" and "Setting advanced image quality options" for information on the options.

5. Click OK.
6. In the confirmation box, click Yes to save the changes.
7. Click OK to save the changes to the same preset file.

Using a preset file for a print job

1. At your PC, do **one** of the following:
 - From the application's File menu, click Print. In the Print dialog box, click Properties (or Setup).
 - Double-click the WorkCentre icon. In the WorkCentre 450c Status window, click Printer.
2. Click the Main Controls tab.
3. In the **Preset name** box, select the preset file to use for the print job.
4. Click OK.

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Deleting a preset file

When you no longer need a preset file, you can delete it.

1. At your PC, do **one** of the following:
 - From the application's File menu, click Print. In the Print dialog box, click Properties (or Setup).
 - Double-click the WorkCentre icon. In the WorkCentre 450c Status window, click Printer.
2. Click the Presets tab.
3. Select the preset file you want to delete from the **List of presets**.
4. Click Delete.
5. In the confirmation box, click Yes.

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Using printer services

You can use printer services to view the status of your current print job and the ink level in the cartridges, maintain the color print head and high capacity ink jet cartridge, and choose the conditions under which the printer icon or Status property page displays on your desktop.

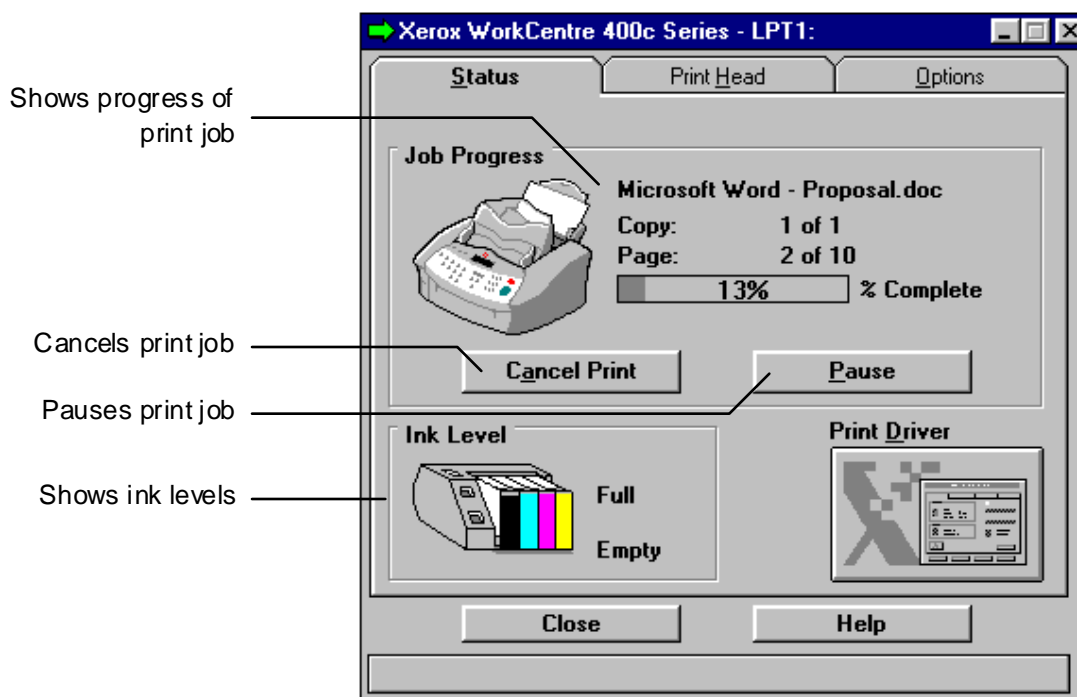
Checking the status of your current print job

The Status property page lets you monitor the progress of the current print job, and view any printer status messages or errors. You can also determine the level of ink in the currently loaded ink cartridge(s).

1. At your PC, do one of the following:
 - In Windows 95, click the Xerox WorkCentre 400c Series button on the taskbar.
 - In Windows 3.1 or 3.11, double-click the Xerox WorkCentre 400c Series icon on the desktop.

The Status property page displays (see following page).

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2. To cancel the current print job, click Cancel Print.
3. To pause a print job, click Pause.
4. Do one of the following:
 - Click Close to exit the printer settings.
 - Click Print Driver to return to the Main Controls property page and keep the Status property page open.

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Maintaining the color print head or high capacity ink jet cartridge

You use the Print Head property page to perform maintenance tasks such as cleaning, replacing, and aligning the color print head and high capacity ink jet cartridge.

Note You can also clean and replace the color print head and high capacity ink jet cartridge using the CARTRIDGE key on the control panel.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Printer.
3. On the Main Controls property page, click Printer Services.
4. Click the Print Head tab to display the Print Head property page (see following page).

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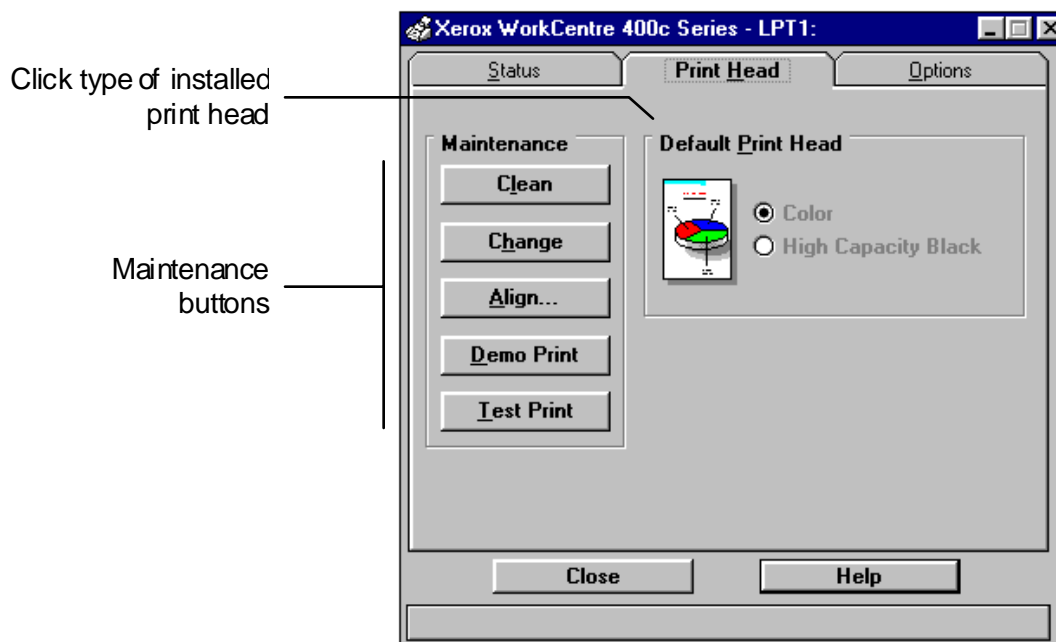
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5. Under **Default Print Head**, click the type of print head currently installed in the WorkCentre:

Color

Color print head and ink cartridges.

High Capacity Black

High capacity ink jet cartridge.

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6. Under **Maintenance**, click one of the following buttons:

Clean

Cleans the color print head or high capacity ink jet cartridge.

Change

Moves the printer carriage to the center position so you can remove the print head or ink jet cartridge.

Align

Correctly positions the print head or ink jet cartridge in the printer and prints a test pattern that you can use to verify the alignment.

Demo Print

Prints a sample page that demonstrates the WorkCentre's printing capabilities.

Test Print

Prints a diagnostic sample page that you can use to determine printer problems.

7. Click Close.

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Choosing the printer status display options

You can choose the conditions under which the printer icon or Status property page displays on your desktop. You can specify the display settings for idle, printing, and error conditions.

1. At your PC, double-click the WorkCentre icon.
2. In the WorkCentre 450c Status window, click Printer.
3. On the Main Controls property page, click Printer Services.
4. Click the Options tab to display the Options property page.



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5. Under **Display Conditions**, click the option you want when the printer is **Idle**, **Printing**, and in need of attention (**Error**):

Icon

Displays a printer icon on the desktop.

Window

Opens the Status property page on the desktop.

6. Click Close.

Checking the status of your pending print jobs

The WorkCentre 400C Series Spool Manager holds the documents queued for printing. You can view the status of a pending document and change its status.

1. At your PC, do one of the following:
 - In Windows 95, click the Xerox WorkCentre 400C Series Spool Manager button on the taskbar.
 - In Windows 3.1 or 3.11, click the Xerox WorkCentre 400C Series Spool Manager icon on the desktop.

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The Spool Manager window displays, showing the list of print jobs pending on the WorkCentre and the status of each job.

2. To change the status of a print job, click the document name and then click one of the following options from the Document menu:

Hold

Does not print the document, but keeps it in the queue, or prints the document if it was held in the queue.

Keep after printing

Keeps the document in the queue after it's printed for printing at a later time.

Delete

Removes the document from the print queue.

Requeue

Changes the document's position in the print queue.

Info

Displays information about the print job.

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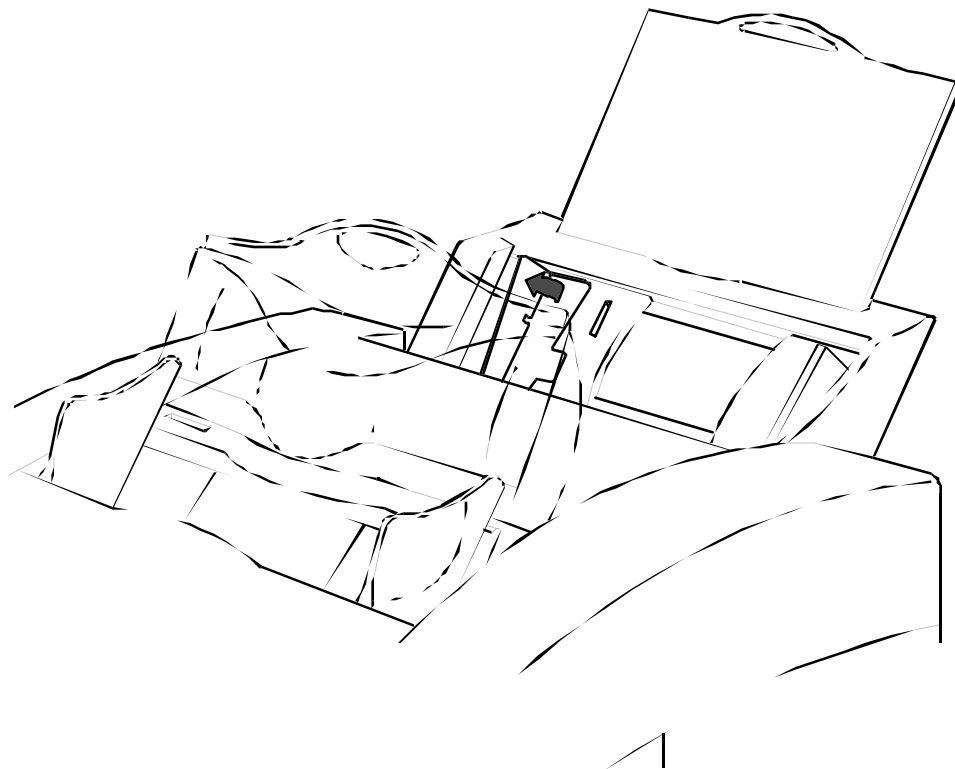
3. To change the status of the print queue, do the following:
- Under Printer/document name, click Xerox WorkCentre 400c Series.
 - On the Queue menu, click Hold to stop printing the documents in the print queue, or to release a held print queue.

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Loading envelopes

You can load either letter- or legal-size envelopes.

1. Remove the printer output tray and any media from the paper tray.
2. Lift the envelope guide located on the paper tray.



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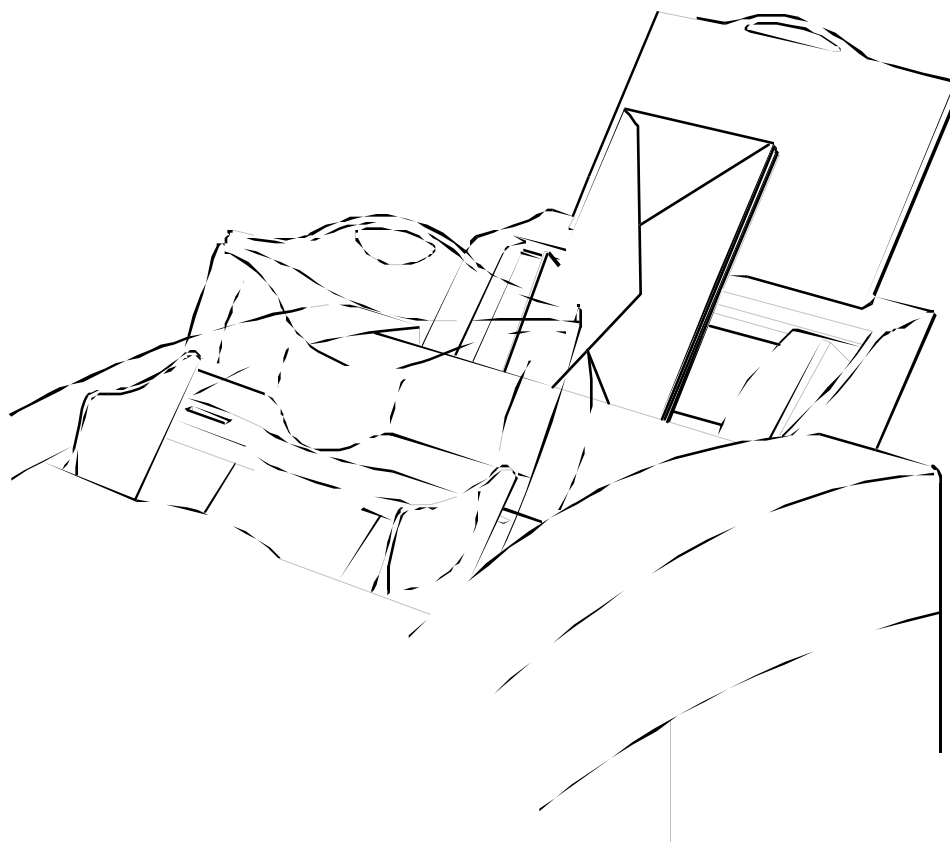
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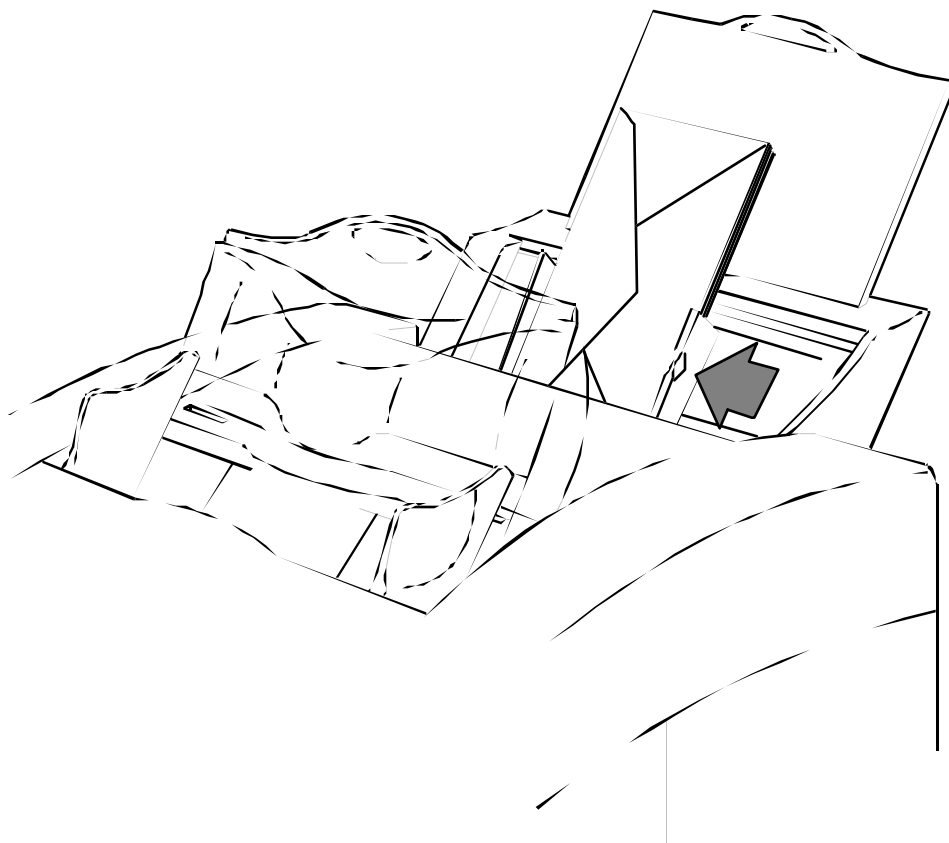
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3. Load up to 10 envelopes flap side up and against the envelope guide in the paper tray.

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4. Slide the paper guide to the left until it rests lightly against the envelopes.



5. Install the printer output tray.

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Printing from DOS

If you print from DOS or a DOS application, the WorkCentre 450c includes a software application called the DOS Control Panel. The DOS Control Panel enables you to change DOS printing options such as font, point size, and page orientation.

1. In DOS, do one of the following:
 - On Windows 95 systems, change to the directory `c:\ProgramFiles\Xerox\WorkCentre450c`.
 - On Windows 3.1/3/11 systems, change to the directory `c:\xerox\xw450c`.
2. Type **x400cnpl**
3. In the Control Panel window, change the options you want.
4. Type O (for OK).
5. The options you chose are set on the WorkCentre.

Note Some DOS applications override the options you set on the Control Panel

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Chapter 5

Copying Documents

The WorkCentre provides high quality black-and-white copying at speeds up to three pages per minute. You can make up to 99 copies of a single document, collate multiple copies, and reduce or enlarge originals.

[Choosing the media to use](#)

[Loading paper](#)

[Loading transparency film](#)

[Copying a document](#)

[Setting copy collation before copying a document](#)

[Changing copy quality](#)

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Choosing the media to use

You can copy documents on the following types of media.

Type of Media	Maximum number of sheets in paper tray
Plain paper (16 to 36 lb or 60 to 135 g/m ²)	
Letter 8.5x11 in (216x279 mm)	150 sheets (20 lb or 75 g/m ²)
Legal 8.5x14 in (216x356 mm)	150 sheets (20 lb or 75 g/m ²)
A4 8.3x11.7 in (210x297 mm)	150 sheets (20 lb or 75 g/m ²)
Xerox ink jet high resolution paper (letter and A4)	150 sheets (20 lb or 75 g/m ²)
Xerox ink jet photo glossy paper (letter and A4)	150 sheets (20 lb or 75 g/m ²)
Xerox ink jet transparency film (letter and A4)	10 sheets
Xerox ink jet fabric transfer (letter and A4)	1 sheet
Card stock (110 lb index or 110 to 200 g/m ²)	10 sheets (90 lb index or 143 g/m ²)
No. 10 envelopes (20 to 24 lb or 75 to 90 g/m ²)	10 envelopes (20 lb or 75 g/m ²)
Paper-faced labels	1 sheet

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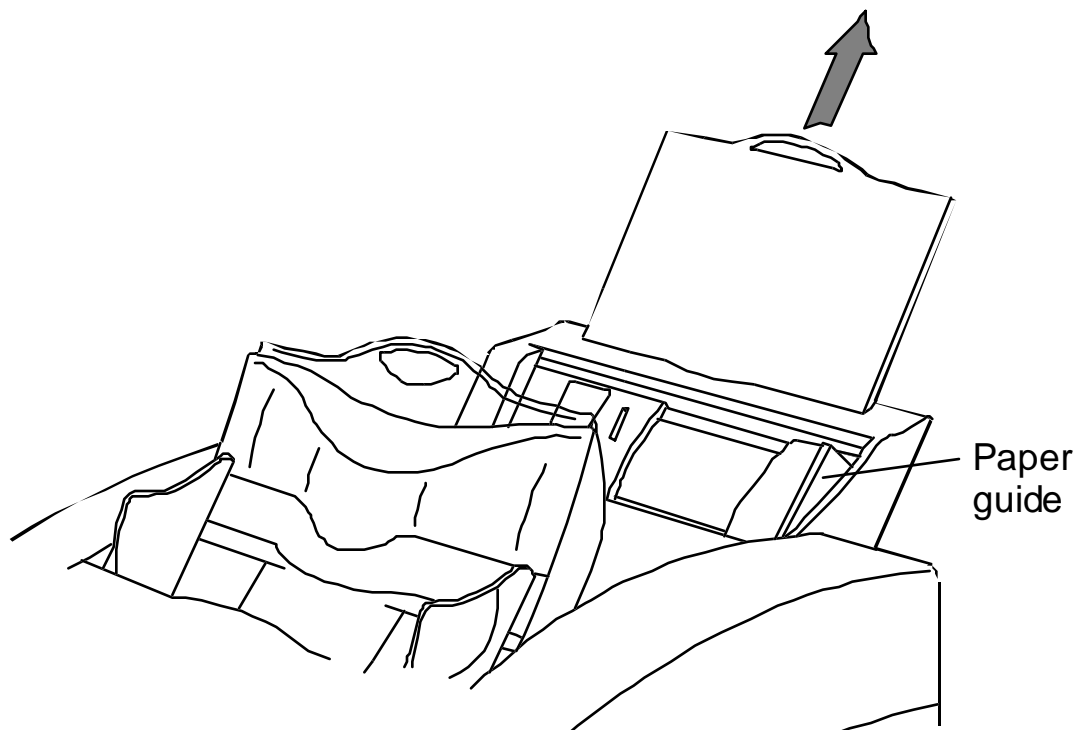
Quit



Loading paper

You can load letter, legal, and A4 size paper. To avoid a printer jam, do not load paper in the paper tray while the WorkCentre is printing.

1. Remove the clear, plastic printer output tray.
2. Make sure the paper guide is positioned to the far right side of the paper tray.
3. Slide out the paper tray extension.



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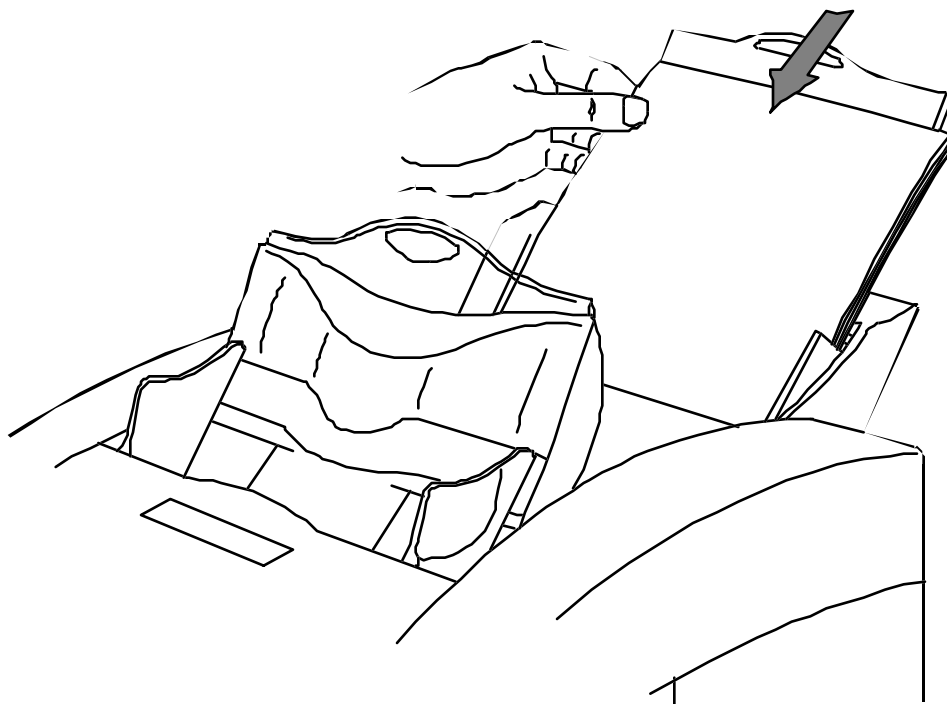
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4. Insert up to 150 sheets of 16 to 24 lb paper print side down in the paper tray.
The arrow on the paper's packaging indicates the print side.

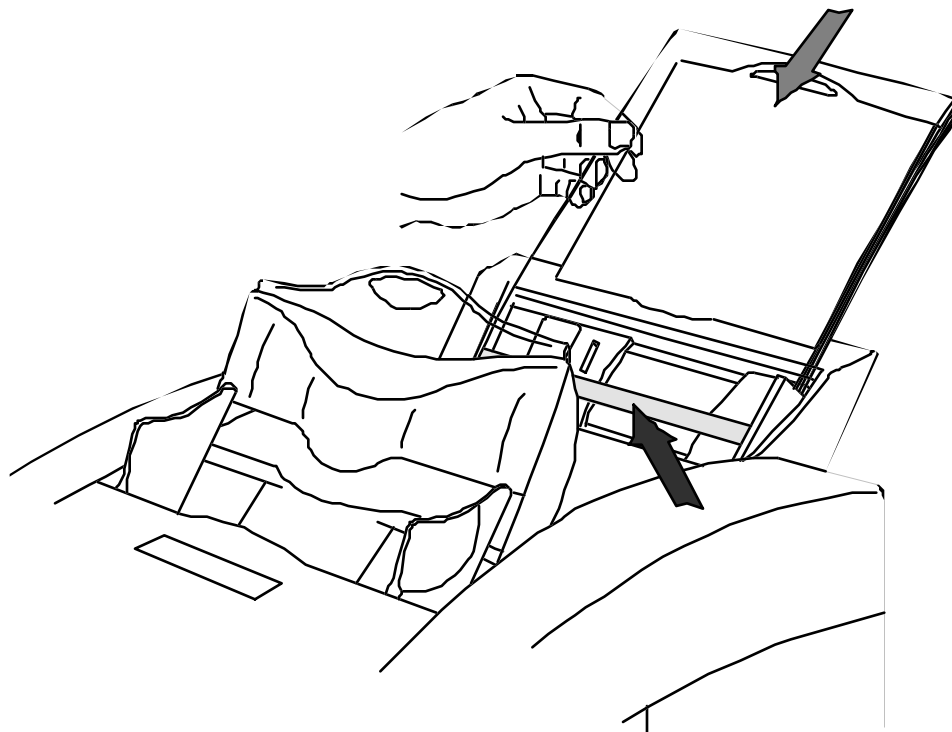


5. Install the printer output tray.

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Loading transparency film

When loading transparency film, insert the end with the adhesive strip first.

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Copying a document

You copy a document using the keys on the WorkCentre control panel. Before copying a document, you can change the contrast and reduce or enlarge the original. The settings you choose are used for the document you are copying. After you've made the copies, the WorkCentre returns to its default copy settings.

When you copy a document, the WorkCentre stores the document to memory and then prints the copies. If the memory becomes full while copying, the WorkCentre stops scanning and copies the pages already stored to memory. To free up WorkCentre memory, delete any documents stored to memory or make single copies of your document.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. Press the **COPY** key.
3. To make more than one copy, enter the number of copies using the numeric keypad.

To change the number you entered, press **EXIT/CLEAR** and enter a new number.

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4. To change the lightness and darkness of your copies, press the **CONTRAST** key several times to switch among these options:

Normal	For documents with good dark and light values.
Lighten	For documents that are too dark.
Darken	For documents that are too light.
Photo normal	For photographs and documents that contain different shades of gray.
Photo lighten	For photographs and grayscale documents that are too dark.
Photo darken	For photographs and grayscale documents that are too light.

5. To reduce or enlarge your document, press the **SIZE** key several times to switch among these **Size** options: **95%, 100%, 125%, 150%, 75%, 80%, 85%, 90%**.
6. Press **START**.

If you don't want to copy the document, remove any pages from the document tray and press the **EXIT/CLEAR** key to remove the page fed into the scanner.

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Setting copy collation before copying a document

By default, the WorkCentre does not collate multiple copies. You can change the default setting at the control panel to have the WorkCentre always collate multiple copies.

Note The WorkCentre stores the document to memory before printing the collated copies. If the WorkCentre's memory runs low, it will not collate the copies.

1. At the WorkCentre 450c, press MENU.
2. Press 5 [Setup] and ENTER.
3. Press 7 [Control panel] and ENTER.
4. Press 7 [Collate copies] and ENTER.
5. Press RIGHT ARROW to display [yes] and ENTER.
6. Press STOP to exit the menus.

The WorkCentre is set to collate multiple copies of the same document. To copy a document, see the previous section, "Copying a document."

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Changing copy quality

The WorkCentre is set to print copies at fast speed. You can change the copy speed to print copies at a slower speed with higher quality results.

1. At the WorkCentre 450c, press the MENU key.
2. Press 6 [Printer] and ENTER.
3. Press 3 [Fax/copy quality] and ENTER.
4. Press RIGHT ARROW to display [normal] and ENTER.

The WorkCentre sounds a confirmation beep.

5. Press STOP to exit the menus.

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Using a document carrier

When copying fragile documents and photographs, use a document carrier to protect your original. A document carrier is a protective "sleeve" that has a clear plastic front and a white paper backing.

Use a document carrier when copying these types of originals:

- Photographs
- Torn or wrinkled documents
- Thin originals, such as invoices
- Graphic art, such as newsletter paste-ups and collages

Load the document carrier in the WorkCentre's document tray with the sealed edge down and the clear front facing away from you.

Caution Do not use a document carrier for originals thicker than a photograph. Otherwise, you could damage the WorkCentre's scanner.

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Chapter 6

Scanning Documents

[Specifying the location of your scanning application](#)

[Scanning a document](#)

[Scanning a document using Pagis Pro 97](#)

[Scanning a document using TextBridge Pro](#)

[Scanning a document using another scanning application](#)

[Using a document carrier](#)

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The WorkCentre includes TWAIN-compliant PC scanning functionality that is compatible with most scanning applications. Included on your WorkCentre CD-ROM is Xerox Pagis Pro 97 and TextBridge Pro software. If your PC does not have a CD-ROM drive, you can obtain the software on floppy disk using the order form that came with the WorkCentre.

Pagis Pro 97 and TextBridge Pro provide you with the scanning and optical character recognition (OCR) software you need to convert paper documents to fully editable electronic documents.

Specifying the location of your scanning application

If you installed Pagis Pro 97 or TextBridge Pro, the application's location is specified in the ControlCentre Properties dialog box. This enables the application to run automatically when you press the WorkCentre's SCAN key. If you are using a different scanning application, you need to specify the application's location in the ControlCentre Properties dialog box.

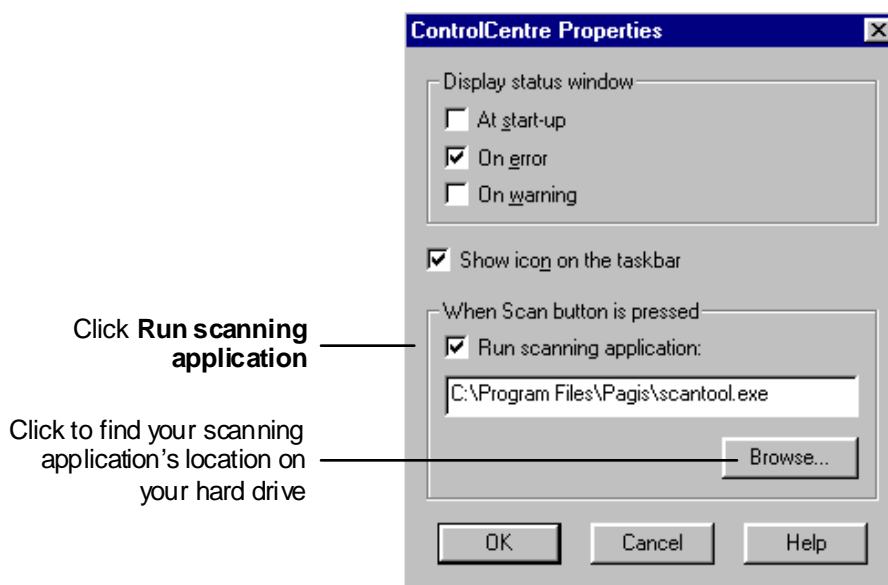
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If you don't know the name of the folder (directory) in which your scanning application was installed, you can browse your hard drive to look for the application.

1. At your PC, do **one** of the following:

- In Windows 95, click the WorkCentre icon on the taskbar with the right mouse button and then click Properties.
- In Windows 3.1 or 3.11, click the WorkCentre icon on the desktop with the left mouse button and then click Properties.

The ControlCentre Properties dialog box displays.



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2. Click Run scanning application.
3. Click the Browse button to look for the scanning application's location.
4. Click the application and then click Open.
The application's location displays in the Run scanning application box.
5. Click OK.

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Scanning a document

The WorkCentre scans a black-and-white document at 10 seconds per page. You can scan letter-, legal-, and A4-size documents.

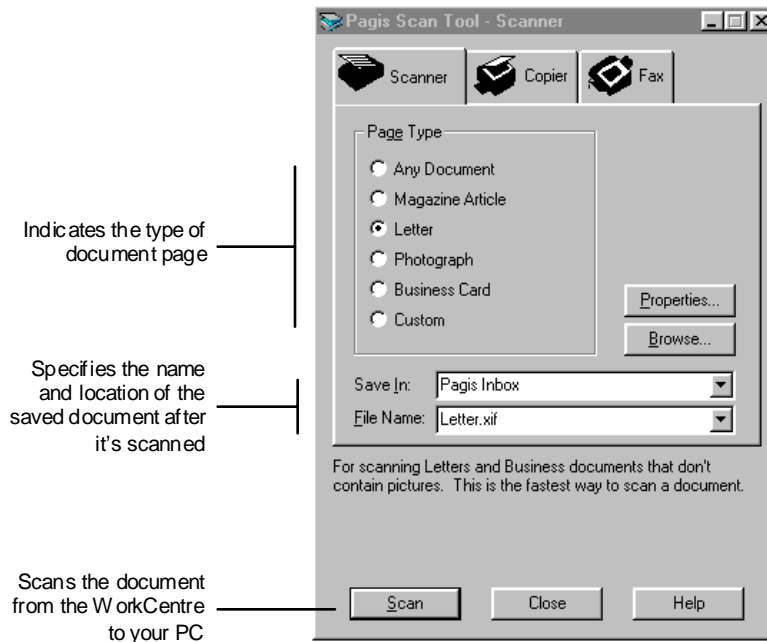
This section provides instructions for scanning documents using Paxis Pro 97, TextBridge Pro, and other scanning applications.

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Scanning a document using Pagis Pro 97

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. Press the **SCAN** key.

The Pagis Scan Tool opens on your Windows desktop.



3. Select the options you want and click Scan.

The WorkCentre begins scanning the document.

For information on how to use Pagis, see the Pagis online help or Pagis Pro 97 Getting Started.

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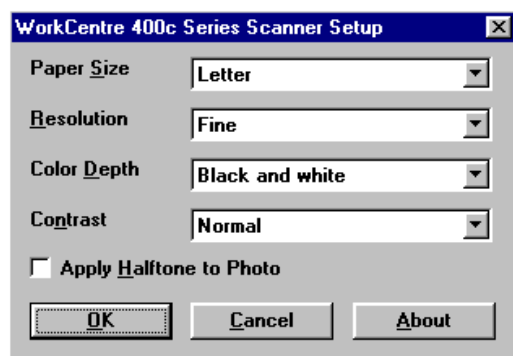
Copy

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Scanning a document using TextBridge Pro

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.
2. Press the **SCAN** key. The TextBridge Pro window opens on your Windows desktop.
3. Click Go on the TextBridge toolbar. The WorkCentre 400c Series Scanner Setup dialog box displays.



4. Choose from the following options:

Paper Size

Specifies the document size you are scanning: letter, legal, and A4.

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Resolution

Sets the scan resolution. Options are fine (200 x 200 dpi) and superfine (300 x 300 dpi). Superfine is recommended for OCR processing.

Color Depth

Specifies the number of bits per picture element (pixel) at which the scanned image is stored in a file. Options are black and white and 16 shades of gray. Black and white is recommended for OCR processing.

Contrast

Adjusts the lightness and darkness of the scanned document. Options are darken, normal, and lighten.

Apply Halftone to Photo

Processes a photographic image into halftone dots. Use this option when scanning original photographs and using black-and-white color depth.

5. Click OK. The WorkCentre begins scanning the document.

For information on how to use TextBridge, see the TextBridge documentation.

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Scanning a document using another scanning application

This section provides a general procedure for scanning a document using other scanning applications. See the application's documentation for specific information.

1. At the WorkCentre 450c, load up to 20 pages face down in the document tray.

2. Press the **SCAN** key.

The scanning application opens on your Windows desktop.

3. If you are using the WorkCentre 450c to scan a document for the first time, you need to set the WorkCentre as your scanner source. Do the following:

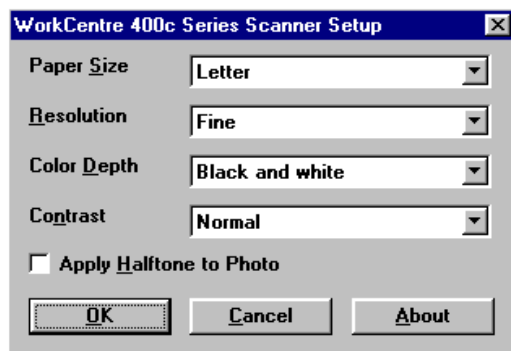
- On the File menu, click Select source, or click Twain and then Select source.
- Do **one** of the following:

In Windows 95, click WorkCentre 400c Series (32).

In Windows 3.1/3.11, click WorkCentre 400c Series (16).

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- On the File menu, click Acquire, or click Twain and then Acquire. The WorkCentre 400c Series Scanner Setup dialog box displays.



- Choose from the following options:

Paper Size

Specifies the document size you are scanning: letter, legal, and A4.

Resolution

Sets the scan resolution. Options are fine (200 x 200 dpi) and superfine (300 x 300 dpi).

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Color Depth

Specifies the number of bits per picture element (pixel) at which the scanned image is stored in a file. Options are black and white and 16 shades of gray.

Contrast

Adjusts the lightness and darkness of the scanned document. Options are darken, normal, and lighten.

Apply Halftone to Photo

Processes a photographic image into halftone dots. Use this option when scanning original photographs and using black-and-white color depth.

6. Click OK. The WorkCentre begins scanning the document.

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Using a document carrier

When copying fragile documents and photographs, use a document carrier to protect your original. A document carrier is a protective "sleeve" that has a clear plastic front and a white paper backing.

Use a document carrier when copying these types of originals:

- Photographs
- Torn or wrinkled documents
- Thin originals, such as invoices
- Graphic art, such as newsletter paste-ups and collages

Load the document carrier in the WorkCentre's document tray with the sealed edge down and the clear front facing away from you.

Caution Do not use a document carrier for originals thicker than a photograph. Otherwise, you could damage the WorkCentre's scanner.

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Chapter 7

Troubleshooting

This chapter provides the Xerox Customer Support Center telephone number, explains how to solve common WorkCentre problems, and describes the messages you might see when using the WorkCentre.

[Calling the Xerox Customer Support Center](#)

[Clearing paper jams](#)

[Clearing printer jams](#)

[Clearing scanner jams](#)

[Solving WorkCentre problems](#)

[Solving communication problems between the WorkCentre and your PC](#)

[Solving problems when sending faxes](#)

[Solving problems when receiving faxes](#)

[Solving copying and printing problems](#)

[Solving scanning problems](#)

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Calling the Xerox Customer Support Center

If you are unable to solve a WorkCentre problem using this guide or the online Help, call the Xerox Customer Support Center. Before calling, make sure you have the following information:

- WorkCentre's serial number, which is located above the parallel port on the back of the machine
- WorkCentre 400c Series Software and firmware version, which is specified in the About box
- Windows operating system version (Windows 95, Windows 3.1, or Windows 3.11)
- Amount of memory in your PC
- Information about the problem, including the steps taken to create the problem, any error messages, and the expected behavior.

The Xerox Customer Support Center telephone number in the United States and Canada is:

1-800-TEAM XRX (1-800-832-6979)

Call from a telephone near your PC and the WorkCentre. Make sure both your PC and WorkCentre are turned on.

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Clearing paper jams

Paper can jam in the WorkCentre's printer or scanner. When a jam occurs, the WorkCentre displays a message on the control panel LCD, and displays a graphic and message in the WorkCentre 450c Status window on your PC.

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Clearing printer jams

A printer jam can occur as paper is fed from the paper tray to the WorkCentre's printer. After clearing a printer jam, you will need to reprint the jammed page.

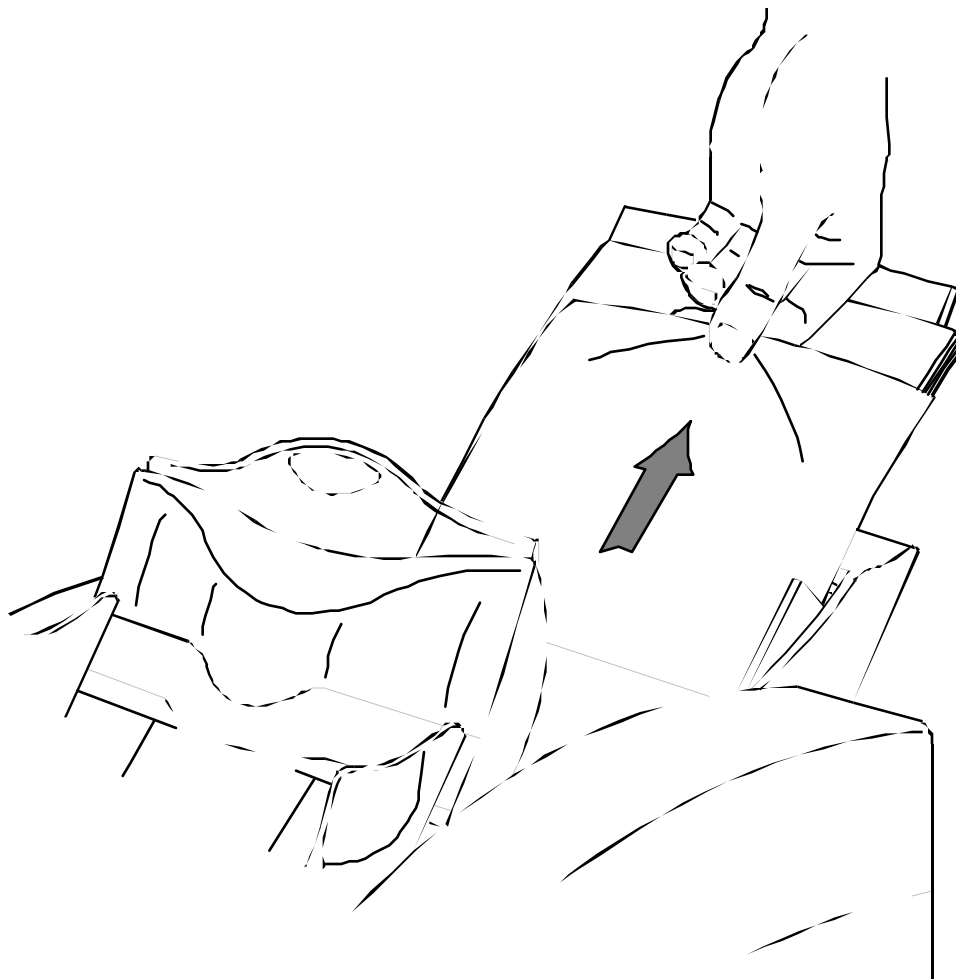
Note To avoid printer jams, do not load paper in the paper tray while the WorkCentre is printing.

1. Remove any paper from the paper tray and the printer output tray.

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2. Do **one** of the following:

- If the paper's trailing edge is visible in the paper tray, grasp the edge and press and hold the **FEED** key. The WorkCentre backs out the page.



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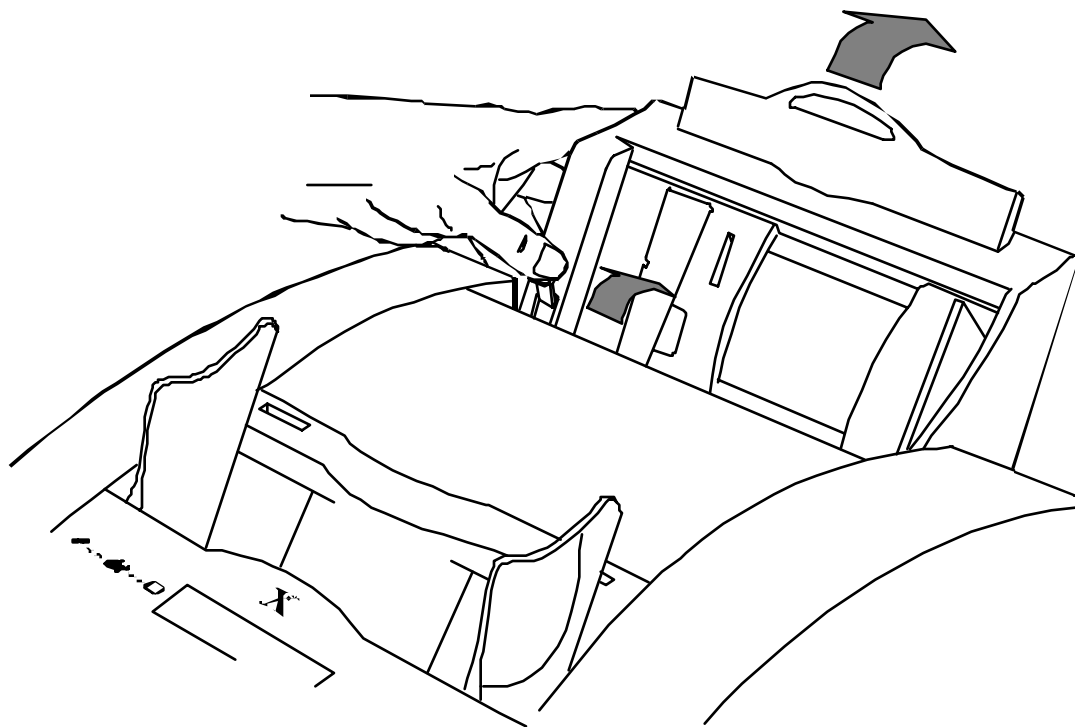
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- If the paper's leading edge is visible, grasp the edge and press the **FEED** key. The WorkCentre feeds the page forward.

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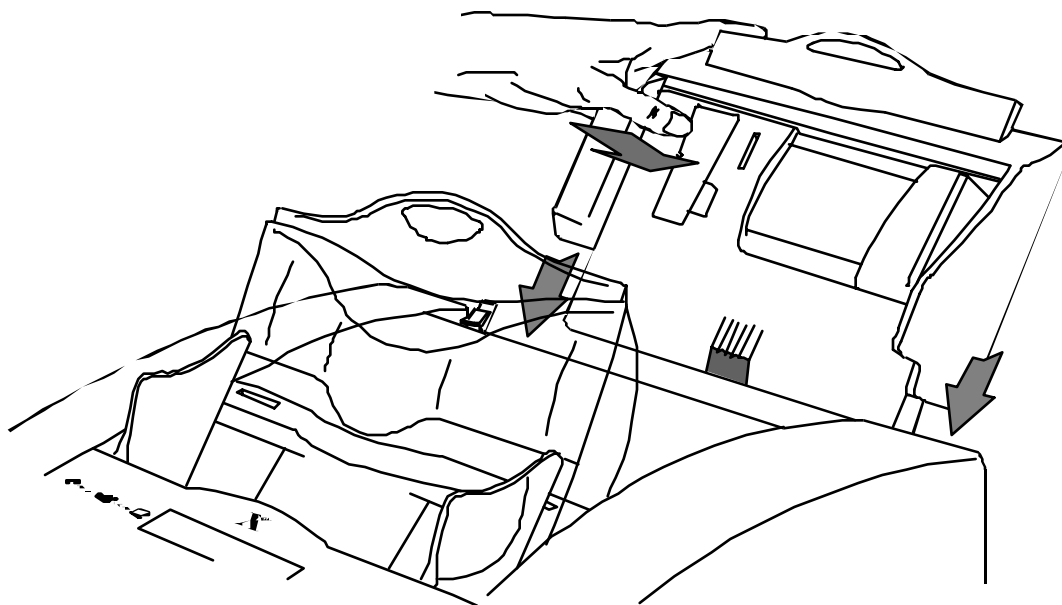
3. If part or all of the paper remains jammed in the printer, do the following:
- Remove any paper from the paper tray.
 - Press one of the green locking latches and push the paper tray backward to release one side of the tray.



- Press the other green locking latch to release the paper tray completely. Remove the tray.

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- Remove the jammed paper from the rear of the WorkCentre. You can press and hold the **FEED** key to back out the paper.
- To reinstall the paper tray, squeeze the front and back sides of the paper tray together and insert the tray into the slot at the rear of the WorkCentre.



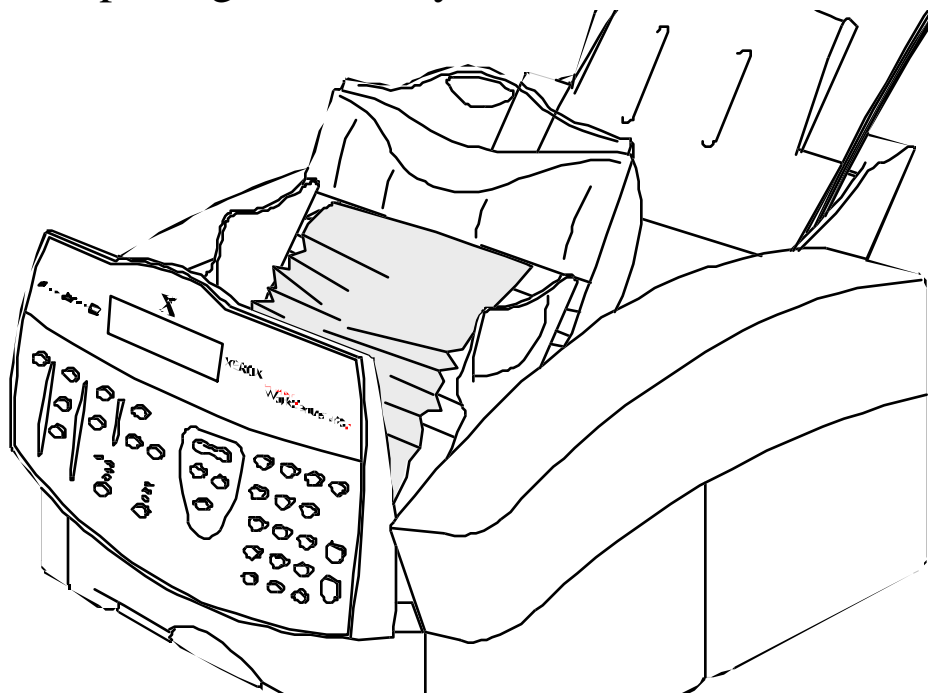
- Pull the tray forward until it locks into place.
- Load the paper in the paper tray and install the printer output tray.

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Clearing scanner jams

Scanner jams can occur as paper is fed from the document tray to the WorkCentre's scanner.

1. Remove any pages from the document tray.
2. Press the **EXIT/CLEAR** key to clear the document page.
3. If the WorkCentre doesn't clear the page, open the scanner cover by grasping the top edge of the cover and pulling it toward you.



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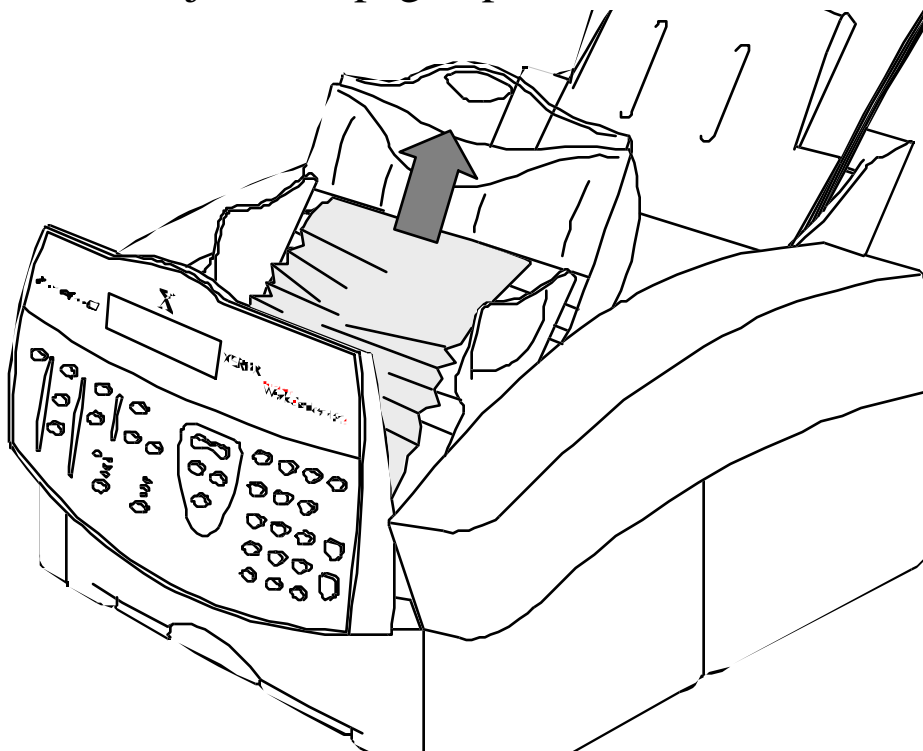
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4. Pull the jammed page up and out.



5. Close the scanner cover.

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Solving WorkCentre problems

Use the solutions in this section to solve the problems that might occur while using the WorkCentre.

Solving general WorkCentre problems

Problem	Solution
My PC is not communicating with the WorkCentre.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Make sure power is supplied to both the WorkCentre and your PC. 2. Make sure the WorkCentre is directly connected to your PC using the parallel cable. You should not connect an in-line device such as an A/B switch or a print buffer to the parallel cable. 3. Unplug the WorkCentre's power cord, wait a few seconds, and then reconnect it. Restart your PC. 4. In the WorkCentre 450c Status window, click the Test button. Follow the instructions on your screen to test the communications between your PC and the WorkCentre.

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Problem	Solution
I can't use the WorkCentre for other tasks when I'm making a phone call using the telephone attached to the WorkCentre.	<p>Press the JOB STATUS key to display the following message on the LCD:</p> <p style="text-align: center;">Dial number, COPY or press START to store</p> <p>Then perform the task you want.</p>
I have audio or video problems on my PC when using multimedia applications.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Make sure the ControlCentre is running. To run the ControlCentre, double-click the WorkCentre icon. 2. Close the WorkCentre 400c Series Status window.

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Solving problems when sending faxes

Problem	Solution
I cannot send a fax.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Check your telephone line connections and make sure you have a dial tone. 2. Depending on your telephone system, make sure the Dial mode (tone or pulse) is set correctly on the Phone Line property page. 3. If the WorkCentre's memory is low, print or delete the documents stored to memory or in a mailbox.
The page background on the faxes received by other fax machines is gray.	Clean the platen cover in the scanner.
Vertical lines appear on the faxes received by other fax machines.	Clean the automatic document feed rollers and platen cover.

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Solving problems when receiving faxes

Problem	Solution
I cannot receive a fax.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Check your telephone line connections and make sure you have a dial tone. 2. Make sure paper is loaded in the paper tray and that a print head or cartridge is installed. 3. Clean the color print head or high capacity ink jet cartridge and then run a test print. If the print still appears faint, repeat the process two more times. If the problems persists, replace the print head or cartridge. 4. If the WorkCentre's memory is low, print or delete the documents stored to memory or in a mailbox. 5. If the Receive option is set To memory, print the faxes stored to memory. 6. Depending on how you're using the WorkCentre, make sure the following telephone answer options are set correctly: <ul style="list-style-type: none"> Answer mode Rings to answer Distinctive ring

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Solving copying and printing problems

Problem	Solution
I can't print on the WorkCentre.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Check that your parallel cable connects the WorkCentre to your PC. 2. Make sure that the Xerox WorkCentre 400c Series is set as your default printer or appears in the Print dialog box. 3. Press the MODE key. Make sure the Print mode is set to Print & Fax or Printer only. 4. Make sure the print job is not held in the Spool Manager queue. Open the Spool Manager, select the held document, and click Hold in the Document menu.
The print is faint or missing on my copies or printed pages.	Clean the color print head or high capacity ink jet cartridge and then run a test print. If the print still appears faint, repeat the process two more times. If the problems persists, replace the print head or cartridge.

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Problem	Solution
There are streaks or lines on my copies or printed pages.	Do one or more of the following: <ol style="list-style-type: none"> 1. Make sure the printer output tray is installed. 2. Clean the color print head or high capacity ink jet cartridge. If streaks or lines still appear, replace the print head or cartridge.
The print is blurry, or jagged vertical lines appear on the printed pages.	Align the color print head or high capacity ink jet cartridge. In the WorkCentre 450c Status window, click the Printer button. Click Printer Services on the Main Controls property page, click the Print Head tab, and then click the Align button.
My copies are gray or a thin black line appears on my copies.	Clean the platen cover in the scanner.
Vertical lines appear on the faxes received by other fax machines.	Clean the automatic document feed rollers and platen cover.
Blank pages print after changing the ink cartridge.	Make sure you removed the protective tape from the cartridge.

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Problem	Solution
The print quality of my transparencies is poor.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Make sure Transparency is selected as the Media on the Main Controls property page (click Printer in the WorkCentre 450c Status window to open the property page). You also might need to use the application's Page Setup command to select Transparency. 2. Check that your transparency film is loaded properly. The end with the adhesive strip must be loaded first.
My document doesn't feed into the scanner.	Remove the paper from the document tray and fan the pages. Make sure you do not load more than 20 pages of 16 to 24 lb paper in the tray. If problems still occur, clean the automatic document feed rollers.
The paper doesn't feed into the printer.	Remove the paper from the paper tray and fan the pages. Make sure you do not load more than 150 pages of 20 lb paper in the tray, and do not load more than one type of media. If problems still occur, clean the paper exit rollers.

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Problem	Solution
The application from which I'm printing does not use the printing options I chose on the Main Controls property page.	Some software applications override the options set on the Main Controls property page. Choose your printing options from the application.

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Solving scanning problems

Problem	Solution
When I press the SCAN key, nothing happens.	<p>Do one or more of the following:</p> <ol style="list-style-type: none"> 1. Check that your parallel cable connects the WorkCentre to your PC. 2. Make sure a scanning application is installed on your PC and you entered its location in the ControlCentre Properties dialog box. 3. Make sure the WorkCentre fed the first page of your document into the scanner. 4. In the WorkCentre 450c Status window, click the Test button. Follow the instructions on your screen to test scanning from the WorkCentre to your PC.

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Understanding WorkCentre messages

This section provides an alphabetic listing of the messages you may see when using the WorkCentre.

Message	Meaning	Action
<i>nn</i> is a group. Cannot dial group.	You cannot use a group speed dial number when dialing manually.	Use a speed dial number for an individual (numbers 01 through 94).
ADF pad low. START if OK, or MENU 5, 9, 1 .	You may need to replace the automatic document feed (ADF) pad.	If you are not having paper feed problems, press START to clear the message and continue using the ADF pad. If paper feed problems occur, replace the ADF pad.
Black low. START if OK, or CARTRIDGE .	The ink supply in the black ink cartridge is low.	Check the printed pages. If the print quality is good, press START to clear the message and continue using the cartridge. If the print quality is not good, replace the black ink cartridge.

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Message	Meaning	Action
Call ended. No dial tone. Check line.	The WorkCentre ended the call, after using the specified number of redials, because it could not detect a line current or a dial tone.	Do one or more of the following: 1. Make sure the WorkCentre is connected to a telephone wall plug. 2. Make sure your telephone or answering machine is connected to the WorkCentre.
Can only poll.	WorkCentre memory is full. You can retrieve a document from another fax machine only.	Increase memory by deleting or printing the documents stored to memory.
Can only view a job with a document.	You cannot print the first page of the document because it isn't stored in the WorkCentre. The WorkCentre could be retrieving the document from a remote fax machine.	No action.
Can only view/print a pending job.	There are no pending jobs on the WorkCentre.	No action.
Cannot cancel job being printed.	You tried to cancel a job that the WorkCentre is printing.	No action.

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Message	Meaning	Action
Cannot receive fax. Printer unavailable.	The WorkCentre cannot receive the fax because either the printer is unavailable, you set the If cannot print option to <i>do not answer</i> , or there isn't enough memory to store the fax.	Do one or more of the following: 1. Make sure paper is loaded in the paper tray. 2. Clear any printer jams. 3. Make sure a print head or cartridge is installed. 4. Increase memory by deleting or printing the documents stored to memory.
Cannot receive. Low ink. Change cartridge.	The WorkCentre cannot receive the fax because your ink supply is low.	Replace the print head or color ink cartridge.
Cannot run PC scan application.	After pressing the SCAN key, the system could not run the scanning application on your PC.	Do one or more of the following: 1. Make sure you installed a scanning application on your PC. 2. Open the ControlCentre Properties dialog box and make sure the application's location appears in the Run scanning application box.
Cartridge error. Check printed pages.	Part of your document may not have printed completely because of an ink cartridge problem.	Check the printed pages and reprint any pages as needed.

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Message	Meaning	Action
Change ink: CARTRIDGE key. Check prints.	The WorkCentre ran out of ink while printing an incoming fax. The last page printed and any following pages are stored to memory, provided there is enough memory.	Install a new ink cartridge. After installing the cartridge, press START to print the pages stored to memory.
Close printer cover.	The printer cover is open.	Close the printer cover.
Color head low. START if OK, or CARTRIDGE.	You may need to replace the color print head.	Check your printed pages. If the print quality is good, press START to clear the message and continue using the print head. If the quality is poor, replace the color print head.
Cyan low. START if OK, or CARTRIDGE.	The ink supply in the cyan ink cartridge is low.	Check the printed pages. If the print quality is good, press START to clear the message and continue using the cartridge. If the print quality is not good, replace the cyan ink cartridge.

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Message	Meaning	Action
If long document, START to continue. Or press EXIT to clear scanner jam.	The WorkCentre detected a long document in the document tray or there is a scanner jam.	If you are faxing a long document, press START . If there is a scanner jam, remove your originals from the document tray, and then press EXIT/CLEAR to clear the jam or open the scanner cover and remove the misfed page.
Ink low. START if OK or CARTRIDGE key.	The ink in the high capacity ink jet cartridge is low.	Check the printed pages. If the print quality is good, press START to clear the message and continue using the cartridge. If the print quality is not good, replace the high capacity ink jet cartridge.
Input limit reached.	You cannot enter any more speed dial numbers during the current dialing sequence.	Send the current job. After the fax is sent, send the document to the additional numbers.

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Message	Meaning	Action
Invalid date or time <i>Date & Time</i>	You did not enter the date or time using the correct format.	Use one of the following formats to specify the date: (1) MM/DD/YY (2) YY/MM/DD (3) DD/MM/YY Enter the time using either a 12- or a 24-hour clock. For example, enter 03:45 pm if you're using a 12-hour clock, or enter 15:45 if you're using a 24-hour clock.
Invalid entry number.	You entered a Phonebook or mailbox number that is not within the allowable range.	Enter a valid mailbox number (1—5) or Phonebook number (individuals, 1—94; groups, 95—99).
Invalid start time. <i>Date & Time</i>	You did not enter the time using the correct format.	Enter the time using either a 12- or a 24-hour clock. For example, enter 03:45 pm if you're using a 12-hour clock, or enter 15:45 if you're using a 24-hour clock.
Job will start when phone is available.	The WorkCentre is busy sending or receiving a fax. When the telephone line is free, the job will start.	No action.

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Message	Meaning	Action
Job will start when printer is available.	You tried to retrieve a document from another fax machine when the printer was unavailable and the If cannot print option is set to <i>do not answer</i> .	Try again when the printer is available. Set If cannot print to <i>receive to memory</i> to retrieve the document to memory if the printer becomes unavailable again.
Load cartridge or color print head.	A high capacity ink jet cartridge or color print head is not installed in the WorkCentre.	Install a high capacity ink jet cartridge or color print head.
Machine is busy.	Either there isn't enough WorkCentre memory or the phone line is not available.	Wait until the WorkCentre completes the job. If needed, delete or print any documents stored to memory.
Magenta low. START if OK, or CARTRIDGE .	The ink supply in the magenta ink cartridge is low.	Check the printed pages. If the print quality is good, press START to clear the message and continue using the cartridge. If the print quality is not good, replace the magenta ink cartridge.

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Message	Meaning	Action
Mailbox <i>n</i> has no entry.	There isn't a mailbox with that number on the WorkCentre.	To print a list of the mailboxes created on the WorkCentre, open the ControlCentre, click the Mailbox tab, and then click Print Mailbox List. Use a number for which there is a mailbox created on the WorkCentre.
Mailbox not empty. Print docs or delete.	You cannot delete the mailbox because it contains documents.	Before deleting the mailbox, either print or delete the contents of the mailbox.
Memory full. Cannot store document.	There isn't enough WorkCentre memory to store the document in the mailbox or to memory for retrieval by a remote fax machine.	Increase memory by deleting or printing the documents stored to memory, and then try again.
Memory full. Reload unscanned pages.	The WorkCentre ran out of memory during scanning.	Increase memory by deleting or printing the documents stored to memory. Reload the pages not scanned and restart the job (when applicable).

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Message	Meaning	Action
Memory is full.	There isn't enough WorkCentre memory.	Increase memory by deleting any documents stored in mailboxes or to memory, or canceling any pending jobs held in memory.
Memory is full. Can fax from ADF.	There isn't enough WorkCentre memory to retrieve the document from the remote fax machine. You can send a fax.	Increase memory by deleting or printing the documents stored to memory.
Memory is full. Cannot poll.	There isn't enough WorkCentre memory and you tried to send a fax without loading a document in the document tray.	You can retrieve a document from another fax machine only. Dial the fax number and press START to retrieve the document.
Memory is full. Cannot receive.	There isn't enough WorkCentre memory to receive the fax.	Increase memory by deleting or printing the documents stored to memory.
Memory is full. Job was canceled.	There isn't enough WorkCentre memory to perform the task.	Press the STOP key to clear the message. Increase memory by deleting or printing the documents stored to memory, and then try again.

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Message	Meaning	Action
Memory is full. Poll was canceled.	There isn't enough memory to retrieve the document from the other fax machine.	Increase memory by deleting or printing the documents stored to memory, and then try again.
Memory is full. Will retry: <i>MM-DD, HH:MM am/pm</i> .	There isn't enough WorkCentre memory. Your fax will be sent at the specified time.	Increase memory by deleting or printing the documents stored to memory. If you do not want to wait until the WorkCentre sends the fax, press EXIT/CLEAR to remove the document, and try faxing it again.
Memory is full. Will try dialing later.	There isn't enough WorkCentre memory and the phone line is not available. When the WorkCentre's memory increases, it will continue scanning the document and then redial the number when the phone line is free.	Increase memory by deleting or printing the documents stored to memory. Make sure your telephone line is connected.
Menu not available during fax job setup.	You tried to use other menus before pressing the START key to send your fax.	Press START to send your fax, and then perform another task.

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Message	Meaning	Action
Need a fax number to forward faxes.	You did not enter a fax number for fax forwarding.	Enter the fax number to which you want the WorkCentre to forward your faxes.
No active or pending jobs to report.	There are no active or pending jobs to either print or cancel.	No action.
No answer. All redials tried.	The WorkCentre used the maximum number of redial attempts and the remote fax machine did not answer.	Press STOP to clear the message. Check to make sure the fax number is valid and that the device is functional. Resend the job.
No answer at remote. No redials.	The remote fax machine did not answer and redials are not allowed.	Check to make sure the fax number is valid and that the device is functional. Resend the job.
No answer at remote. Will redial.	The remote fax machine did not answer. The WorkCentre will use all redial attempts.	Check to make sure the fax number is valid and that the device is functional.
No black ink. Load cartridge.	Either the black ink cartridge is missing or an ink cartridge made for another machine is installed in the WorkCentre.	Insert a Xerox color ink cartridge.
No black ink. Press CARTRIDGE key.	The ink supply in the black ink cartridge is out.	Insert a Xerox color ink cartridge.

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Message	Meaning	Action
No cyan ink. Load cartridge.	Either the cyan ink cartridge is missing or an ink cartridge made for another machine is installed in the WorkCentre.	Insert a Xerox color ink cartridge.
No cyan ink. Press CARTRIDGE key.	The ink supply in the cyan ink cartridge is out.	Insert a Xerox color ink cartridge.
No document to poll or wrong password.	The WorkCentre is unable to retrieve a document because the remote fax machine's document tray is empty or the document isn't stored to memory.	Have the remote user verify that the document is stored for you to retrieve.
No documents in mailbox <i>n</i> .	The mailbox doesn't contain any documents.	No action.
No documents in memory to be printed.	The WorkCentre cannot print because there aren't any documents stored to memory.	No action.
No magenta ink. Load cartridge.	Either the magenta ink cartridge is missing or an ink cartridge made for another machine is installed in the WorkCentre.	Insert a Xerox color ink cartridge.
No magenta ink. Press CARTRIDGE key.	The ink supply in the magenta ink cartridge is out.	Insert a Xerox color ink cartridge.

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Message	Meaning	Action
No mailbox entries to report.	You tried to print a mailbox list, but there aren't any mailboxes on the WorkCentre.	No action.
No Phonebook entries to report.	You tried to print a Phonebook, but there aren't any speed dial entries.	No action.
No yellow ink. Load cartridge.	Either the yellow ink cartridge is missing or an ink cartridge made for another machine is installed in the WorkCentre.	Insert a Xerox color ink cartridge.
No yellow ink. Press CARTRIDGE key.	The ink supply in the yellow ink cartridge is out.	Insert a Xerox color ink cartridge.
Open cover or press EXIT to clear scanner.	The document either remained in the document tray or was partially fed into the scanner.	Press EXIT/CLEAR to clear the document, or open the scanner cover and remove the document.
Out of paper. Please add paper.	The WorkCentre is out of paper.	Load up to 150 sheets of paper in the paper tray.
Paper misfeed or jam. Press FEED to clear.	The paper did not load properly into the printer.	Press the FEED key to clear the misfed or jammed paper.

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Message	Meaning	Action
Password already in use.	You entered a password used elsewhere on the WorkCentre. For example, you may have entered your security password as the password for a mailbox.	Enter a unique four-digit password.
Password must have 4 digits.	You did not enter a four-digit password.	Check the password; be sure to enter all four digits.
PC error. Reload pages.	While using a PC application to scan a document, an error occurred.	Reload the document in the document tray and try scanning again.
PC error. Try again.	While using a PC application to print or scan a document, an error occurred.	Retry the task. If you receive the error message again, restart your PC.
PC not connected.	The WorkCentre cannot communicate with your PC.	Do one or more of the following: 1. Make sure power is supplied to both the WorkCentre and your PC. 2. Make sure the printer cable connects the WorkCentre to your PC. 3. Turn your PC off, then turn it on.

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Message	Meaning	Action
Pending jobs full. Try again later.	The job queue is full.	Delete or print any pending jobs. Try the operation later, after some pending jobs have completed.
Phone is off hook. Reseat handset.	The telephone connected to the WorkCentre is off-hook.	Place the handset on the cradle.
Print Mode is offline.	You were unable to print because the print mode is set to offline.	Press the MODE key to change the print mode to print & fax or PC printer only.
Print Mode is PC printing only.	You were unable to print or copy because the print mode is set to PC printer only.	Press the MODE key to change the print mode to print & fax.
Printer unavailable.	The WorkCentre cannot print the documents stored to memory, or is in use.	Do one or more of the following: 1. Make sure paper is loaded in the paper tray. 2. Make sure a print head or cartridge is installed. 3. Make sure the printer cable connects the WorkCentre to your PC. 4. Clear any printer jams. 5. Wait until the current print job finishes.
Printer paper jam. Press FEED to clear.	There is a paper jam in the printer.	Press and hold the FEED key to clear the jam.

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Message	Meaning	Action
Receive ended. Press FEED to clear.	The WorkCentre could not receive the fax because of a paper jam in the printer.	Remove any paper from the paper tray and the printer output tray, and then do one of the following: 1.If the paper's trailing edge is visible in the paper tray, grasp the edge and press and hold the FEED key as the WorkCentre backs out the page. 2.If the paper's leading edge is visible in the printer output tray, grasp the edge and press the FEED key. The WorkCentre feeds the
Receive ended. Paper out. Add paper.	The WorkCentre ran out of paper while receiving a fax.	Load up to 150 sheets of paper in the paper tray.
Remote was busy. All redials tried.	The remote fax machine's line is busy (busy tone detected). The WorkCentre used all the specified redial attempts.	Check the telephone line and verify that the remote fax machine is functional. Resend the job later.
Remote was busy. Will redial.	The remote fax machine's line is busy (busy tone detected). The WorkCentre will redial the number.	You can wait for the WorkCentre to redial the number or you can send the fax later.

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Message	Meaning	Action
Scanner cover open. Clear docs and close.	Either the scanner cover is open or you opened it while the WorkCentre was scanning a document.	Press EXIT/CLEAR to remove any pages from the scanner, and then close the scanner cover.
Scanner jam/long original: No reply.	You did not press START to fax a long document. The WorkCentre canceled the job.	Resend the long document, or if there is a scanner jam, press EXIT/CLEAR to clear it.
Scanner jam. Open cover to clear.	The document did not load into the scanner properly.	Remove your originals from the document tray. Open the scanner cover and remove the misfed page. Close the cover and reload the document.
Scanner not available.	You tried to copy or scan a document while the scanner was unavailable.	Do one or more of the following: 1. Make sure the scanner cover is closed. 2. Clear any scanner jams by pressing the EXIT/CLEAR key. 3. Open the scanner cover to manually remove any jammed pages.
Speed dial <i>nn</i> has no fax number.	You pressed a speed dial number that doesn't have a fax number assigned to it.	Assign a fax number to the speed dial number in your Phonebook.

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Message	Meaning	Action
Will redial. No dial tone. Check line.	The WorkCentre could not detect a line current or dial tone. The WorkCentre will redial the number.	Do one or more of the following: 1. Make sure the WorkCentre is connected to a telephone wall plug. 2. Make sure your telephone or answering machine is connected to the WorkCentre.
Wrong password-retry ****.	You entered an invalid password.	Make sure you have the correct password, then enter it again.
Yellow low. START if OK, or CARTRIDGE .	The ink supply in the yellow ink cartridge is low.	Check the printed pages. If the print quality is good, press START to clear the message and continue using the cartridge. If the print quality is not good, replace the yellow ink cartridge.

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Understand error codes

This section lists the error codes you may see the WorkCentre LCD and in printed reports. An error code indicates a problem occurred during fax transmissions or reception.

Code	Meaning	Action
E001	Communication ended without errors.	No action.
E003	The remote machine sent a disconnect signal while the WorkCentre was waiting for the remote machine to identify its capabilities.	Retry the operation. If unsuccessful, test with a known good machine.
E004	The telephone line dropped while communicating with the remote machine.	Call the remote machine with a handset to verify the phone line is good. Then retry the operation.
E005	The remote machine did not respond while the WorkCentre was waiting for a confirmation to send. The remote user may have stopped the fax machine while receiving, or the telephone line could be bad.	Call the remote machine with a handset to verify the phone line is good.

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Code	Meaning	Action
E006	An internal error occurred at the WorkCentre. You may have tried to send a document, but it was not found in memory, or the data needed to send a document could not be found	Retry the operation.
E007	An internal error occurred at the WorkCentre.	No action.
E008	The remote machine did not respond after the WorkCentre's three attempts to confirm the remote machine's ability to receive the fax. The telephone line could be noisy.	Retry the operation. If unsuccessful, test with a known good machine.
E009	There is a transmission speed mismatch between the WorkCentre and the remote machine, which can be caused by a noisy phone line. The two machines will try different transmission speeds.	If this is a consistent problem when sending a fax to the remote machine, always send the fax at slower speed or at a later time.
E010	The WorkCentre timed out when it received a (PRI) signal (T3 timeout).	Check the WorkCentre with a known good machine.

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Code	Meaning	Action
E011	The remote machine is busy. The WorkCentre used all of its redial attempts.	Use a handset to check the remote machine. Retry the operation at a later time.
E012	The WorkCentre received an illegal disconnect signal from the remote machine. There could be a problem with the remote machine.	Check the WorkCentre with a known good machine.
E013	The WorkCentre received an unexpected signal or illegal command from the remote machine. There could be a problem with the remote machine.	Check the WorkCentre with a known good machine.
E014	While transmitting, the WorkCentre received a Memory Full or Out of Paper signal. The page was not completely received, or a page was received with an unacceptable number of errors. There could be telephone line noise or line errors.	Check the remote machine and the telephone line. Reduce the transmission speed and try again.

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Code	Meaning	Action
E015	The WorkCentre had an error while transmitting, or there were mismatched identification signals between the two machines.	Check that junk mail is disabled on the remote machine (this feature filters out calls from unknown fax numbers). Retry the operation.
E016	The WorkCentre received a confirmation to end retries from the remote machine when it tried to end a retransmission.	No action.
E017	The password sent from the WorkCentre did not match the password from the remote machine.	Call the remote location and verify the password. Retry the operation.
E020	The WorkCentre does not have a document stored for remote retrieval (poll out).	Store a document to be retrieved, and then contact the remote location to retry the operation.
E021	The password you entered to retrieve the document from the remote machine (poll in) is incorrect.	Call the remote location and verify the password. Retry the operation.
E022	The remote machine does not have the capability to respond as requested. The WorkCentre is not compatible with the remote machine.	Check that junk mail is disabled on the remote machine. Call the remote machine with a handset to verify it is still operable. Then retry the operation.

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Code	Meaning	Action
E023	A line of data could not be decoded within the prescribed time, or there is a transmission speed mismatch (receive errors).	Check the WorkCentre with a known good machine.
E024	The WorkCentre timed out while receiving a fax because it did not receive a command from the remote machine within the required time frame.	Call the remote location and have the fax resent, or retrieve the document from the remote machine (poll in).
E025	The remote machine cannot do what you are requesting from the WorkCentre. Communications are terminated due to poor line conditions resulting in too many errors.	Check the WorkCentre with a known good machine.
E026	The WorkCentre did not receive a post message response from the remote machine after three attempts. The WorkCentre used all of its retry attempts.	Check the WorkCentre with a known good machine.

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Code	Meaning	Action
E027	The telephone line dropped while the WorkCentre was receiving a fax from the remote machine.	Call the remote machine with a handset to verify the phone line is good. Then retry the operation.
E028	The WorkCentre received an incorrect password from the remote machine.	Call the remote location and verify the user has the correct password. Retry the operation.
E029	Internal machine error.	Locate and correct the error.
E039	The WorkCentre did not detect a dial tone and it used all of its redial attempts.	Make sure the WorkCentre's phone line is plugged in and operational. Use a handset to dial the remote machine and verify that its line is good.
E040	The remote machine tried to retrieve a document stored on the WorkCentre.	Make sure there is a document stored to memory or in a mailbox, and then have the remote user retry the operation. If you don't have a document stored for remote retrieval, notify the remote user.

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Code	Meaning	Action
E042	The remote machine did not respond within 60 seconds after starting the DTMF operation. You may not have entered the DTMF digits within 60 seconds after DTMF started.	Retry the operation, using correct DTMF procedures.
E043	The remote machine does not have a document stored for retrieval (poll in), or you used an incorrect password.	Check with the remote user to verify a document is stored for retrieval. If a password is needed, make sure it is correct.
E044	The WorkCentre did not receive a response from the remote machine within 60 seconds. The WorkCentre used all redial attempts. There could be a problem with the remote machine or it may not be a fax machine.	Use a handset to call the remote number and confirm whether or not it's a fax machine. If you dialed a remote fax machine, retry the operation.
E045	The WorkCentre did not receive a response from the remote machine within the required time frame (T2 time-out error).	Retry the operation.

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Code	Meaning	Action
E046	The WorkCentre did not receive a response from the remote machine within the required time frame (CCITT T1 time-out error). The WorkCentre used all redial attempts. There could be a problem with the remote machine or it may not be a fax machine.	Use a handset to call the remote number and confirm whether or not it's a fax machine. If you dialed a remote fax machine, retry the operation.
E048	The WorkCentre stopped receiving the fax because its memory is full.	Increase memory by deleting or printing the documents stored to memory. Set the Receive option To print . Retry the operation.
E049	The WorkCentre cannot receive the call because of a problem with its printer. For example, you could have the Receive option set To print and the If cannot print option set to Do not answer . If the WorkCentre cannot print because of a problem, such as no paper loaded, it will not answer the call.	Correct the printer problem and retry the operation.

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System Requirements

The software that is included with the WorkCentre 450c requires an IBM compatible PC with the following specifications:

Xerox ControlCentre

- an Intel (or compatible) 80386, 80486, or Pentium™ microprocessor
- VGA, SVGA, or Multi-sync color monitor
- 8 megabytes (Mb) of random access memory (RAM)
- a hard disk with a minimum of 10Mb of free space

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Pagis Pro (Windows95 only)

- an Intel (or compatible) 80486 or Pentium™ microprocessor
- VGA, SVGA, or Multi-sync color monitor
- 16 megabytes (Mb) of random access memory (RAM) and at least 16 megabytes (16Mb) of virtual memory (swap space on your hard disk)
- a hard disk with a minimum of 20Mb of free space in which to install Pagis Pro; the 20Mb minimum disk space requirement enables installation of all Pagis Pro application software and one OCR language pack. Please allow 700Kb for each additional language pack you intend to install.

Textbridge Pro (Windows 3.1/3.11 only)

- an Intel (or compatible) 80486 or Pentium™ microprocessor
- VGA, SVGA, or Multi-sync color monitor
- 8 megabytes (Mb) of random access memory (RAM)
- a hard disk with a minimum of 20Mb of free space

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